



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.



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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.

Office or Division:	City Cooperative Development Office	
Classification:	Complex	
Type of Transaction:	G2B, G2C	
Who may avail:	Any Transport Service Cooperative duly registered with the Cooperative Development Authority and holding a business permit in General Santos City.	
	CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
	1. Duly accomplished Special Support Fund (SSF) Application Form <i>(1 Original and 1 Photocopy)</i>	City Cooperative Development Office
	2. Certification of Registration <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) <i>(1 Authenticated Copy & 1 photocopy)</i>	
	4. Certificate of Compliance <i>(1 Authenticated Copy & 1 Photocopy)</i>	
	5. Certificate of Good Standing <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. <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). <i>(1 Authenticated Copy & 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. <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 <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. <i>(1 Authenticated Copy & 1 photocopy)</i></p>	<p>Transport Service Cooperative *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. <i>(1 Authenticated Copy & 1 photocopy)</i></p>	<p>Transport Service Cooperative</p>
<p>13. Disclosure of other related business, if any, and extent of ownership therein <i>(1 Authenticated Copy & 1 photocopy)</i></p>	



<p>14. Work and Financial Plan and Sources of Details of the transport cooperative's equity participation in the project <i>(1 Authenticated Copy & 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. <i>(1 Authenticated Copy & 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 <i>(1 Original & 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 <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. 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)
TOTAL				20 days	
END OF TRANSACTION					



2. Availment of Monetary Incentive Grant

Pursuant to Ordinance No. 39 Series of 2025, otherwise known as “An Ordinance Amending City Ordinance No. 18, S. 2019, otherwise known as Cooperative Code of General Santos City”.

Office or Division:	City Cooperative Development Office	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	Any Primary Cooperative that is duly registered in the Cooperative Development Authority with a business permit in General Santos City that conducts its Annual General Assembly.	
	CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
	1. Duly accomplished Monetary Incentive Application Form (2 Original)	City Cooperative Development Office (CCDO)
	2. Certification of Registration (2 Certified True Copy)	Cooperative Development Authority (CDA)
	3. Articles of Cooperative and By-Laws (2 Certified True Copy)	
	4. Certificate of Compliance (2 Certified True Copy)	
	5. Certificate of Good Standing (2 Certified True Copy)	City Cooperative Development Council (CCDC)
	6. Sangguniang Panlungsod Accreditation (2 Certified True Copy)	Sangguniang Panlungsod (SP)
	7. Minutes of the General Assembly (2 Certified True Copy)	Primary Cooperative
	8. Proof of Notice/Invitation for the Annual General Assembly (please provide a photocopy of the received copy by the members). (2 Certified True Copy)	Primary Cooperative
	9. Photos taken during the Annual General Assembly. (2 Certified True Copy)	Primary Cooperative



10. Duly Signed Attendance Sheet <i>(2 Certified True Copy and Correct)</i>	Primary Cooperative
11. Accomplishment Report of the previous availment. <i>(2 Original Copy)</i>	Primary Cooperative

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 identification of the authorized representative to process the claim.	None	3 days	City Cooperative Development Office
2	No Activity	Check/review/verify if the primary cooperative is eligible and the documents submitted are complete. Receive if eligible, and the documents are complete. If not eligible and the 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 transmittal, OBR, voucher, and other related documents			



5	No Activity	Endorse to the City Budget Office (CBO) for issuance of OBR.			
6	No Activity	Endorse to City Accountant's Office (CAO) for pre-audit	None	1 day	City Budget Office
7	No Activity	Receive and pre-audit financial documents	None	7 days	City Accounting Office
8	No Activity	Endorse to City Treasurer's Office Treasury Operations Revenue Unit (CTO-TORU)	None		
9	No Activity	Receive and record financial document for fund control	None	1 day	City Treasurer's Office Treasury Operations Revenue Unit (CTO-TORU)
10	No Activity	Endorse to City Mayor's Office Finance	None		
11	No Activity	Receive & approve voucher	None		
12	No Activity	Endorse the same to City Treasurer's Office Cash Disbursement Division (CTO-CDD)	None		
13	No Activity	Receive documents, then prepare and sign the check	None	1 day	City Treasurer's Office Cash Disbursement Division (CTO-CDD)
14	No Activity	Endorse to City Administrator's Office	None		
15	No Activity	Receive and countersign check by City Administrator's Office	None	1 day	City Administrator's Office



16	No Activity	Endorse back to City Accountant's Office for issuance of Accountant's Advice (AA)	None		
17	No Activity	Receive a signed check, then prepare the Accountant's Advice (AA) and transmit the same to the bank.	None	1 day	City Accountant's Office
18	No Activity	Endorse to City Treasurer's Office Cash Disbursement Division (CTO-CDD)	None		
19	No Activity	Receive check with Accountant's Advice (AA)	None	4 hours and 40 minutes	City Treasurer's Office Cash Disbursement Division (CTO-CDD)
20	No Activity	Coordinate with the City Cooperative Development Office (CCDO) to inform the client that the check is available.	None		
21	To prepare their official cooperative receipt and a valid ID.	Coordinate with the client to prepare a receipt and valid ID upon claim, 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
22	Receive and collect the check	Release check	None	10 minutes	City Treasurer's Office Cash Disbursement Division (CTO-CDD)
TOTAL					20 days
END OF TRANSACTION					



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients and stakeholders may send their feedback through the following:</p> <p>Accomplish the Client Feedback Form available at the office. Drop the accomplished form in the designated drop box located in front of the office.</p>
How feedbacks are processed	<p>The drop box is opened regularly by the assigned personnel, who also compile and record the feedback forms.</p> <p>Feedback is reviewed by the Head of Office or designated officer. Necessary action is taken within 3 working days.</p> <p>If contact details are provided, the client will be informed of the action taken.</p>
How to file a complaint	<p>Fill out the Complaint Form available at the office. Drop it in the designated complaints drop box.</p> <p>The complaint should include:</p> <ul style="list-style-type: none"> ● Name of the person being complained about ● Contact details ● Details of the incident ● Supporting documents, if any
How complaints are processed	<p>Complaint is received and logged by the assigned officer. Complaint is assessed within 3 working days.</p> <p>Concerned personnel are required to submit a written explanation. Investigation or validation is conducted, if necessary.</p> <p>Appropriate action is taken in accordance with Civil Service rules and other applicable laws.</p> <p>The complainant is informed of the resolution within 2 working days. Confidentiality of the complainant shall be strictly observed.</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ● 8888 - Presidential Complaints Center ● 0908-881-6565 - CSC Contact Center ng Bayan ● 478-5093 - Anti Red Tape Authority



Office	Address	Contact Information
City Cooperatives Development Office	3/F Investment Action Center	552-8427 gensancoopoffice@gmail.com
City Treasurer's Office	G/F General Santos City Hall	554-9792
City Mayor's Office	G/F General Santos City Hall	cmogsc.lgp@gmail.com
City Accountant's Office	2/F General Santos City Hall	553-0772/73
City Budget Office	3/F General Santos City Hall	553-7996
City Administrator's Office	G/F General Santos City Hall	553-8552 09067164075 09514810375