



COOPERATIVE DEVELOPMENT AUTHORITY

**CITIZEN'S CHARTER
2020 (1st Edition)**



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I. Mandate

Promote the viability and growth of cooperatives as instruments of equity, social justice and economic development in fulfillment of the mandate in section 15, Article XII of the Constitution.

II. Vision

An effective and efficient regulatory agency working towards the development of viable, sustainable, socially responsive and globally competitive cooperatives.

III. Mission

To ensure the safe and sound operations of cooperatives.

IV. Service Pledge

We, the officials and employees of the Cooperative Development Authority, in the spirit of public service, affirm our sworn duties to serve the citizenry with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice and lead modest lives.

Specifically, we pledge to:

1. Serve you promptly, efficiently and effectively with due courtesy, by authorized personnel with proper identification, Mondays to Fridays with no noon breaks;
2. Observe set service standards with written explanation for any delay in the frontline services;
3. Provide comfortable waiting areas and frontline personnel to attend immediately to clients' queries;
4. Provide a feedback system to assess the quality of service rendered and make improvements, if necessary; and
5. Respond to complains about our services at the soonest possible time.

These, we pledge, with the goal of improving service delivery in the name of transparency, accountability and quality service.



LIST OF SERVICES

HEAD OFFICE AND REGIONAL OFFICES

EXTERNAL SERVICES		Page
1	Facilitation of CDA-Administered Loans & Grants for Liquidation	6
2	Facilitation of Request for Project Development and Assistance	9
3	Issuance of Certificate of Compliance for Newly Registered Cooperative	11
4	Issuance of Certificate of Compliance for Operating Cooperative	12
5	Issuance of Certificate of Registration (COR) of Proposed Primary	14
6	Issuance of Certificate of Registration of Secondary/Tertiary	20
7	Process of Payments of Claims/Disbursements	24
8	Processing of Application for Accreditation of Cooperative External Auditor	26
9	Processing of Application for Accreditation of Cooperative Training Provider	31
10	Processing of Application for Recognition of Cooperative Mediator-Conciliator	37
11	Processing of Claims/Disbursements – for Transactions that Require Complex Processing	40
12	Processing of Claims/Disbursements – for Transactions that Require Highly Technical Processing	44
13	Processing of Claims/Disbursements – for Transactions that Require Simple Processing	48
14	Resolving Incomplete Requirements in the Facilitation of CDA-Administered Loans & Grants for Liquidation	52
15	Submission of Agency Accomplishment Report	55
16	Technical Assistance Services in the Registration of CSF Cooperatives	57
INTERNAL SERVICES		
17	Acceptance, Inspection and Distribution	63
18	Awarding and Voucher Preparation	65
19	Emergency Repair/Service - Preparation of Request for Pre-Repair - Building Facility	67
20	Emergency Repair/Service - Preparation of Request for Pre-Repair – ICT Equipment	68
21	Emergency Repair/Service – Preparation of Request for Pre-Repair – Vehicles	69
22	Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment	70
23	Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment – Continued from Pre-Repair Inspection Form	72
24	Emergency Repair/Service - Processing of Job Order and payment – Vehicle	73
25	Emergency Repair/Services - Processing of Job Order and payment – Building Facility	75
26	Individual Performance Management – Performance Planning and Commitment	77
27	Individual Performance Management – Performance Review and Evaluation	78
28	Issuance of Personnel-Related Documents	79
29	Leave Administration	80
30	Outside Purchase - Acceptance, Inspection and Distribution (Above P 50,000.00 but not to exceed P 1,000,000.00)	81
31	Outside Purchase - Canvassing and Posting (below P 50,000.00)	83
32	Outside Purchase - Preparation of Request for Quotation for Regular Procurement (Above P 50,000.00 but not to exceed P 1,000,000.00)	85

33	Outside Purchase - Preparation of Request for Quotation for Regular Procurement (below P 50,000.00)	87
34	Preparation of Request for Pre-Repair – ICT Equipment	89
35	Procurement from Procurement Service (PS)	90
36	Procurement from Procurement Service (PS) - Inspection and Issuance of Supplies and Materials	93
37	Recruitment, Selection and Placement – Assumption to Duty of Candidate	95
38	Recruitment, Selection and Placement – conduct of HRMPSB Deliberation	96
39	Recruitment, Selection and Placement – Notification to Candidate for Appointment	97
40	Recruitment, Selection and Placement - Processing of Personnel Requisition Form	98
41	Recruitment, Selection and Placement – Publication and Preliminary Evaluation of Applicants	100

HEAD OFFICE

EXTERNAL SERVICES

42	Issuance of Certificate of Compliance of a CSF Cooperative - Original Issuance of Certificate of Compliance (for newly registered CSF Cooperatives)	102
43	Issuance of Certificate of Compliance of a CSF Cooperative - Renewal of Certificate of Compliance (COC)	104
44	Provision of Cooperative Statistics and Other Cooperative Information	108
45	Review of legislative proposals or bills for comments and opinion	110
46	Review of Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party	111
47	Written Legal Opinion / Advice for External Clients	112

INTERNAL SERVICES

48	Conduct of ICT Preventive Maintenance for Identified Hardware Parts that Need to be Replaced and/or Software Licenses Procured through GSS	114
49	Conduct of ICT Preventive Maintenance for Identified Software Issue	115
50	Conduct of ICT Preventive Maintenance for Slight Hardware Issue	116
51	Conduct of ICT Website Maintenance – Posting of Long Unformatted Articles	117
52	Conduct of ICT Website Maintenance – Posting of Short Articles	118
53	E-File/Virtual Files Backup and Restoration with Identified Issues	119
54	E-File/Virtual Files Backup and Restoration with no Identified Issues	120
55	Written Legal Opinion / Advice for Internal Clients	121

REGIONAL OFFICES

EXTERNAL SERVICES

56	Conduct of Pre-Registration Seminar (PRS)	123
57	Processing of Request for the Conduct of Pre-Registration Seminar (PRS)	124
	Feedback and Complaints Mechanism	126
	Contact Information ARTA, CSC, PCC	126
	List of Offices	127



HEAD OFFICE and REGIONAL OFFICES

External Services

1. Facilitation of CDA-Administered Loans & Grants for Liquidation

The Liquidation Report is submitted to CDA-Finance (for COA submission) once the cooperative's liquidation report, and its existing accounts due from NGO/POs, if any, is reviewed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

1. To clear/reconcile/settle the said cooperative of its current financial and contractual obligation with CDA per COA Circular No. 2009-006;
2. To comply with the documentary requirements as a CDA-cooperative beneficiary that was granted all available forms of assistance and privileges from PPAs/funding coursed through the CDA for facilitation and administration per COA, DBM and other governing rules and regulation; and
3. Such other legitimate purposes it may serve.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Cooperative requesting financial assistance for proposed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Covering letter for liquidation addressed to CDA (2 copies – original and photocopy) 2. Liquidation Report, as updated (3 copies – original, certified true copy and photocopy) 3. Final Fund Utilization Report, indicating the summary of expenses and the status report of accomplishment, certified correct by the Accountant or equivalent official and approved by the Chairperson of the coop-beneficiary, and verified correct by the Accountant or equivalent official of CDA CO (3 copies – 2 original and 1 certified true copy) 4. Proof of verification by the CDA-CO official attesting the validity of documents submitted by the coop-beneficiary (3 copies – original certified true copy and photocopy) 5. Pictures of implemented projects (2 copies – original and photocopy) 6. Certificate of Project Completion issued by the concerned coop-beneficiary (3 copies – original, certified true copy and photocopy) 7. Inspection Report and Certificate of Acceptance issued by the CDA-CO, as may be required 3 copies – original, certified true copy and photocopy) 8. List of equipment/vehicles procured by the coop-beneficiary out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition (3 copies – original, certified true copy and photocopy) 9. List of individual member-beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received (3 copies – original, certified true copy and photocopy) 	<p>CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Office and Other competent authority/office/institution/organization</p> <p>CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Office and Other competent authority/office/institution/organization</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>If found to be necessary, may require additional documents such as, but not limited to, the following:</p> <ol style="list-style-type: none"> 10. Signed Physical/Technical and Financial Planning (3 copies – original, certified true copy and photocopy) 11. In case of staggered release of fund to coop-beneficiary, duly approved Schedule of Fund Release to coop-beneficiary (3 copies – original, certified true copy and photocopy) 12. In case of dissolution of the recipient cooperative in addition to the OR acknowledging return of the unutilized amount, copy of the voucher paid by the coop-beneficiary (3 copies – original, certified true copy and photocopy) 13. Documents as minimum requirements for a building such as in National Building Code of the Philippines (PD 1096), Fire Code of the Philippines (RA 9514), Accessibility Law (BP 344) and other laws that assures safety (3 copies – original, certified true copy and photocopy) 14. As the case may require, other relating documents as minimum requirement/s applicable to the type of assistance/objects/items as stated in the project proposal (e.g., Official Receipt/Certificate of Registration/Warranty of procured equipment/vehicle) - (3 copies – original, certified true copy and photocopy) 15. As the case may require, other relating documents as minimum requirement/s applicable to industry classification/field/funding source/sponsor entity under which the intended coop operations based on the project proposal may fall, issued by competent (3 copies – original, certified true copy and photocopy) authority/office/institution/organization (e.g., Endorsement Letter from LGU Office, SEC/DTI/Barangay Certification) ((3 copies – original, certified true copy and photocopy) 16. Other similar objects/documents as may be determined by CDA and COA/DBM/Senate/HoR/sponsor/funding entity ((3 copies – original, certified true copy and photocopy) 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit report to CDA HO/RO	1.1 Receive the letter for liquidation reporting	None	5 minutes	Document Controller/ Admin Aide/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 No action required from client	1.2 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 Forward to concerned staff who will do the evaluation	None	5 minutes	Division Chief / CDS II and or Sr. CDS
2.1 No action required from client	2.1 Evaluate submitted liquidation report	None	1 day	CDS II and/or Sr. CDS
2.2 No action required from client	2.2. Prepare Disbursement Form	None	5 minutes	CDS/and or Sr. CDS/Supervising CDS/ Division Chief
2.3 No action required from client	2.3 Forward Liquidation Report with Disbursement Form to Finance Division to be recorded in the logbook	None	5 minutes	Document Controller/ Admin Aide/Clerk
TOTAL:		None	1 day and 25 minutes	

2. Facilitation of Request for Project Development and Assistance

The endorsement letter for project assistance is issued once an application for cooperative's assistance is reviewed and developed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

1. To develop and enhance cooperative operations;
2. To comply with the documentary requirements as a CDA-registered cooperative, of other government agencies and entities granting all forms of assistance for cooperatives; and
3. Such other legitimate purposes it may serve.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	Cooperative requesting financial assistance for proposed project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Covering letter request addressed to CDA (2 copies – original and certified true copy) 2. Signed Project Proposal, and if necessary, with cooperative's Board Resolution approval – ((3 copies – original, certified true copy and photocopy) 3. Endorsement letter to Government Financial Institution (GFI) for possible funding, copy furnished the concerned cooperative (3 copies – original, certified true copy and photocopy) 4. Other pertinent documents, as the case may, depending on the nature of the service required to be rendered or funding asked (3 copies – original, certified true copy and photocopy) 		CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Office and Other competent authority/office/institution/organization	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter of request to the CDA HO/ RO	1.1 Receive and record the document to the log book	None	5 minutes	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
2. No action required from client	2.1 Evaluate submitted letter request/project proposal	None	1 day	CDS II
2.2 No action required from client	2.2 Conduct initial evaluation of the letter request/project proposal for endorsement/approval	None	1 day	CDS II/Senior CDS/Senior CDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.3 No action required from client	2.3 Prepare of endorsement letter reply to GFI for possible funding In case of non-qualification for funding, preparation of notification letter to cooperative	None	30 minutes	CDS II/Supervising CDS/Division Chief
2.4 No action required from client	2.4 Forward the endorsement letter to the Executive Director, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 hours	Document Controller/ Admin Aide/Clerk
2.5 No action required from client	2.5 Receive the signed endorsement letter from the Office of Executive Director, or as the case may found to be sufficient, the Regional Office Director	None	2 minutes	Document Controller/ Admin Aide/Clerk
2.6 No action required from client	2.6 If with corrections, finalize the letter	None	5 minutes	CDS II/Supervising CDS/Division Chief
2.7 No action required from client	2.7 Forward the endorsement letter to the Executive Director, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 hours	Document Controller/ Admin Aide/Clerk
2.8 No action required from client	2.8 Receive the signed endorsement letter from the Office of Executive Director, or as the case may found to be sufficient, the Regional Office Director	None	2 minutes	Document Controller/ Admin Aide/Clerk
2.9 No action required from client	2.9 Forward the endorsement/notification letter to the Records Section for transmittal to cooperative	None	5 minutes	Document / Admin Aide/Clerk
2.10 No action required from client	2.10 Reproduce copy of the Endorsement Letter for file of CPDAD/CPDAS	None	5 minutes	Document Controller/ Admin Aide/Clerk
TOTAL:		None	3 days, 2 hours and 59 minutes	

3. Issuance of Certificate of Compliance for Newly Registered Cooperative

The Certificate of Compliance is issued once a year and can be used for any of the following purposes:

1. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulations Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
2. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA 7160 (Local Government Code of 1991);
3. To comply with the documentary requirements for accreditation as CDA training provider; and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA <ul style="list-style-type: none"> • Head Office – Regulation Division • Regional Office – Regulation Section 	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Cooperative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Photo Copy of CDA Certificate of Registration (COR)		Registration Division, CDA - Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1.1. Receive copy of the Certificate of Registration (COR) from: Registration Division – HO Registration Section – RO	None	15 minutes	CDS II (RO) CDS I (HO)
2. No action required from client	2.1 Print certificate of Compliance (COC)	None	1 hour	CDS II (RO) Senior CDS (HO)
3. No action required from client	3.1 Review issuance of COC	None	4 hours	Senior CDS (RO) Chief CDS (HO)
4. No action required from client	4.1 Approve/sign COC	None	1 day and 4 hours	Director (RO) Executive Director (HO)
5. No action required from client	5.1 Prepare statement of account	None	2 hours	CDS II
6. Receive order of Payment	6.1 Prepare Order of Payment	None	2 hours	Accountant
7. Pay COC fee	7.1 Issue Official Receipt	None	2 hours	Cashier
8. Sign and Receive the COC	8.1 Issue COC	None	45 minutes	CDS II (RO) CDS I (HO)
TOTAL:		None	3 DAYS	

4. Issuance of Certificate of Compliance for Operating Cooperative

The Certificate of Compliance is issued once a year and can be used for any of the following purposes:

1. To affirm the cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, and other related issuances;
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulations Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA 7160 (Local Government Code of 1991);
4. To comply with the documentary requirements for accreditation as CDA training provider; and
5. Such other legitimate purposes it may serve.

Office or Division:	CDA <ul style="list-style-type: none"> • Head Office – Regulation Division Regional Office – Regulation Section 		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	Cooperative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. One (1) Printed Copy -CDA online system acknowledgement receipt; 2. One (1) Original Copy and One (1) Photo Copy - Audited Financial Statement 3. Two (2) Original Copies - List of Officers and Trainings Attended 		Regulation Division, CDA – Head Office Client Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Encode and submit the Cooperative Annual Progress Report (CAPR) and Other required reports through CDA online system Submit the acknowledgement receipt from the system and hard copy of the Audited Financial Statement and List of Officers and Trainings Attended	1.1 Receive the required documents	None	30 minutes	Receiving clerk (RO)/CDS I (HO)
2. Client receives Claim Stub if found complete	2.1 Check completeness and accuracy of the submitted reports through the system, if incomplete, the CDA returns the documents to the client <ul style="list-style-type: none"> • If complete and 	None	1 hour	CDS II (RO)/CDS I (HO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If incomplete, client receives the returned documents	<ul style="list-style-type: none"> accurate, issues Claim Stub to client indicating the date of release of Certificate of Compliance If incomplete, return the documents to the client 			
3. No action required from client	3.1 Process and evaluate submitted documents	None	4 hours	CDS II (RO)/ Senior CDS (HO)
4. No action required from client	4.1 Review the recommendation of the: <ul style="list-style-type: none"> CDS II – RO Senior CDS - HO 	None	3 hours and 30 minutes	Senior CDS (RO) / Chief (HO)
5. No action required from client	5.1 If found in order, print COC	None	30 minutes	CDS II (RO) / Senior CDS (HO)
Client receives notice of deficiency	5.2 If found with deficiency, issue Notice of Deficiency to client thru mail or email	None	30 minutes	CDS II (RO) / Senior CDS (HO)
6. No action required from client	6.1 Approve/Sign COC	None	5 days	Regional Director (RO) / Chief/Executive Director (HO)
7. No action required from client	7.1 Prepare statement of account	None	2 hours	CDS II
8. Pay the COC fee	8.1 Issue Official Receipt	COC Fee – P 100.00	1 hour	Cashier
9. Sign and receive the COC	9.1 Issue COC	None	1 hour	CDS I (HO) / CDS II (RO)
TOTAL:		P 100.00	7 days	

5. Issuance of Certificate of Registration (COR) of Proposed Primary

The Certificate of Registration is issued once an application for registration is approved by the Cooperative Development Authority (CDA). It is a document issued with a purpose of granting juridical personality to a proposed primary cooperative.

Office or Division:	CDA-Registration Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Common Requirements</p> <ol style="list-style-type: none"> 1. Pre-Registration Seminar Certificate (1 original copy and 2 photo copy) 2. Articles of Cooperation and Bylaws (ACBL) (3 original copy) 3. Economic Survey (ES) (3 original copy) 4. Surety Bonds of Accountable Offices (1 original copy and 2 photo copy) 5. Treasurer's Affidavit (TA) (3 original copy) 	<p>CDA- Cooperative Research Information and Training Division (CRITD)</p> <p>CDA-Generated thru the E-CoopRIS</p> <p>CDA-Generated thru the E-CoopRIS</p> <p>Any Registered Insurance Company/Insurance Cooperative</p> <p>CDA-Generated thru the E-CoopRIS</p>
<p>B. Situational Requirements (As per type of Cooperative)</p> <p><u>B.1 Agrarian Reform Beneficiaries (ARBS)</u></p> <p>B.1.1 Mother Certificate of Land Ownership in case of plantation based ARBs (1 original copy and 2 photo copy)</p> <p>B.1.2 Written verification from the DAR to the effect that the cooperative organization is needed and desired by the beneficiaries; results of a study that has been conducted, fairly indicate the economic feasibility of organizing the same and that it will be economically viable in its operations; that at least a majority of the members are Agrarian Reform Beneficiaries, and the same may now be organized and registered in accordance with the requirements of the Philippine Cooperative Code of 2008. (1 original copy and 2 photo copy)</p> <p><u>B.2 Housing</u></p> <p>B.2.1 Copy of Pre-feasibility study of the housing projects undertaking as reviewed by NHA (3 original copy)</p> <p><u>B.3 Transport</u></p> <p>B.3.1 Certification of Cooperative Education and Transport Operation Seminar by Office of Transport Cooperatives (1 original copy and 2 photo copy)</p>	<p style="text-align: center;">Department of Agrarian Reform (DAR) Operation Division</p> <p style="text-align: center;">National Housing Authority (NHA) Operation Division</p> <p style="text-align: center;">Office of Transport Cooperative (OTC) Operations Division</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>B.3.2 Favorable endorsement from OTC and other government designated by DOTr. (1 original copy and 2 photo copy)</p>	<p>Office of Transport Cooperative (OTC) Operations Division</p>
<p><u>B.4. Water Service</u></p>	
<p>B.4.1 Authority to access and use the land by the registered owner and proof of ownership or possession of the land. (1 original copy and 2 photo copy)</p>	<p>Client</p>
<p><u>B.5. Electric (EC)</u></p>	
<p>B.5.1 For NEA registered cooperatives:</p>	
<p>B.5.1.1. Certified true copy of the board resolution on the result of the referendum approving the registration of the cooperative with the Authority in compliance with laws; (3 copies)</p>	<p>Client</p>
<p>B.5.1.2. Certified copy of Articles of Incorporation and By-Laws; (3 copies)</p>	
<p>B.5.1.3. Duly audited financial statement for the past two (2) immediately preceding years;(3 photo copy)</p>	
<p>B.5.1.4. List of names of incumbent Board of Directors and their addresses certified by the Board Secretary and attested to by the Chairperson (3 original copy)</p>	
<p>B.5.1.5. Sworn Statement of the Treasurer of the authorized share capital, the subscribed share capital of the members, and the amount of paid-up share capital of members and the amount of paid-up share capital received by the Treasurer, to be submitted within six (6) months from the registration;(3 original copy</p>	
<p>B.5.1.6. Surety Bond of Accountable Officers handling funds, properties and sureties (1 original copy and 2 photo copy)</p>	
<p>B.5.2. For new ECs</p>	
<p>B.5.2.1. Detailed feasibility study indicating viability of the proposed business activity (3 original copy)</p>	
<p><u>B.6. Labor/Workers</u></p>	
<p>B.6.1 Tax identification number of all the cooperators (3 original copy)</p>	<p>Bureau of Internal Revenue (BIR) (RDO)</p>
<p><u>B.7. Health Service</u></p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>B.7.1 Tax identification number of all cooperators (3 original copy)</p> <p>B.7.2 Favorable endorsement/written certification from the concerned health related professional regulatory board attesting to the fact that the concerned health related profession is not prohibited from forming a cooperative for the purpose of engaging in the subject undertaking (1 original copy and 2 photo copy)</p> <p>B.7.3. Detailed feasibility study (expressly mentioning whether the undertaking is primary, secondary or tertiary level hospital, diagnostic center, spa & wellness center, home for the aged, lying in, drop-off centers, etc.& specifying the financial, technical-including architectural, plans etc.,) (3 original copy)</p> <p><u>B.8.Small Scale Mining</u></p> <p>B.8.1 Tax identification number of all cooperators (3 original copy)</p> <p>B.8.2 Certification from Mines Geo-Science Bureau Regional Office that the members are licensed miners if the area of business operation is within the People Small Scale Mining Area (1 original copy and 2 photo copy)</p> <p><u>B.9.Cooperative Bank</u></p> <p>B.9.1 Certificate of Authority issued by Bangko Sentral ng Pilipinas. (1 original copy and 2 photo copy)</p> <p><u>B.10 Insurance</u></p> <p>B.10.1 Endorsement from the Insurance Commission. (1 original copy and 2 photo copy)</p>	<p>Bureau of Internal Revenue (BIR) (RDO)</p> <p>Department of Health Bureau of National Health Cooperation</p> <p>Client</p> <p>Bureau of Internal Revenue (BIR) (RDO)</p> <p>DENR Mines and Geo-Sciences Bureau (MGB) Regional Office</p> <p>Bangko Sentral ng Pilipinas (BSP) Financial Supervision Department VII</p> <p>Insurance Commission (IC) Operation Division</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client creates on Account</p> <p>Visit the CDA website (www.cda.gov.ph) and click "Cooperative Systems"," E-CoopRIS" and "Create an</p>	<p>1.1 Provide necessary assistance to the client in creating an account</p>	<p>None</p>	<p>Not Applicable</p>	<p>Registration Division/Section</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Account".Fill up the necessary information. An email shall be sent to verify the created account				
2.1 Submits online registration: Log-in, click "New registration" and fill-up the necessary information following the steps provided in the system , upload documents required	2.1 Assign validator	None	1 day	Sr. CDS
2.2 No action required from client	2.2. Conduct validation and submit recommendations	None	2 days	CDS II
3.1 No action required from client	3.1 Evaluate submitted registration application on line.	None	1 day	SR. CDS
3.2 No action required from client	3.2. Evaluate and approve the application If found to be not viable for registration, notice of denial shall be issued thru the email address provided by the applicant within 5 working days. In case of deferment due to insufficient compliance or findings in the process of validation/evaluation, an email shall be sent to the proponent within the period of 5 working days. The application shall be automatically deleted in the system in case of non compliance within 30 working days.	None	1 day	RO Director/Chief CDS HO
4.1 Prints ACBL, ES &TA, have it signed and notarized and submit it to CDA together with other	4.1 Check completeness of the submitted documents	None	1 day	SR. CDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents in (3) three copies.				
5.1 Pays registration fees in any of the following mode: Online payment using the Landbank biz portal. Client will inform CDA that payment is done	5.2 No action from agency	1.Registration Fee which is 1/10 of 1% of the Total Paid up share capital but not less than five hundred (500) pesos. 2. Name Reservation Fee which is One hundred (100) pesos. 3. Legal Research Fee which is 1% of Total Fees but not lower than ten (10) pesos	Not applicable	Online payment facility will issue a confirmation receipt that payment has been made.
5.2 Over the counter at any CDA office	5.2 Issues official receipt	None	2 HOURS	Cashier
5.3 Receive Certificate of Registration (COR)	5.3 Print and issue COR	None	2 HOURS	SR. CDS/Chief CDS HO/ RO Director/ Executive Director
TOTAL:		1. Registration Fee which is 1/10 of 1% of the Total Paid up share capital but not less than five hundred (500) pesos. 2. Name Reservation Fee which is One hundred (100) pesos.	6 Days & 4 Hrs.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		3. Legal Research Fee which is 1% of Total Fees but not lower than ten (10) pesos		

6. Issuance of Certificate of Registration of Secondary/Tertiary

The Certificate of Registration is issued once an application for registration is approved by the Cooperative Development Authority (CDA). It may be used for the purpose of granting juridical personality to secondary/tertiary cooperative.

Office or Division:	CDA-Registration Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Assembly Resolution (3 original copy)	Client
2. BOD Resolution on Authorized Representative (3 original copy)	Client
3. Certification of Chairperson of member primaries stating the following; (3 original copy) 3.1 Line of business activity engage in; 3.2 Compliance/Adherence to the accounting and auditing standards as prescribed by the Authority	Client
4. Articles of Cooperation and Bylaws (ACBL) (3 original copy)	CDA-Generated thru the E-CoopRIS
5. Feasibility Study (3 original copy) (1 original copy and 2 photo copy)	Client
6. Surety Bonds of Accountable officers	Any Registered Insurance Company/Insurance Cooperative
7. Treasurer's Affidavit (TA) (3 original copy)	CDA-Generated thru the E-CoopRIS
8. Favorable endorsement from concerned government agency if applicable (1 original copy and 2 photo copy)	Concerned Agency/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client creates on Account Visit the CDA website (www.cda.gov.ph) and click "Cooperative Systems", "E-CoopRIS" and "Create an Account". Fill up the necessary information. An email shall be sent to verify the created account	1.1 Provide necessary assistance to the client in creating an account	None	Not applicable	Registration Division/Section

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Submits online application for registration Log-in, click "new registration" and fill-up the necessary information following the steps provided in the system, upload documents required and submit.	2.1 Assign validator	None	1 day	SR. CDS
2.2 No action required from client	2.2 Conduct validation and submit recommendations	None	2 days	CDS II
3.1. No action required from client	3.1 Evaluate submitted registration application and validation report	None	1 day	Sr. CDS
3.2 No action required from client	3.2 Evaluate and approve the application In case of approval, the client shall be notified to proceed with the printing of Articles of Cooperation, Bylaws, Economic Survey, and Treasurer's Affidavit. Have it signed, notarized and submit to CDA together with other documents If found to be not viable for registration, notice of denial will be issued thru the email address provided by the applicant within 5 working days. In case of deferment due to insufficient compliance or findings in the process of validation/evaluation, an email will be sent to the proponent within the period of 5 days. The application shall be automatically deleted in the system in case of non compliance within 30 working days.	None	1day	RO Director/Chief CDS
		None	1 day	SR. CDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Print ACBL, ES &TA, have it signed and notarized and submit it to CDA together with other documents in (3) three copies	4.1 Check completeness of the submitted documents			
5.1 Pay registration fees in any of the following mode: Online payment using the Landbank biz portal. Client will inform CDA that payment is done	No action required from client	Registration Fee which is 1/10 of 1% Total Paid up share capital but not less than Php Two thousand (2,000) pesos for Secondary Coops and Php Three thousand (3,000) pesos for Tertiary Coops. 3.2 Name Reservation Fee which is One hundred (100) pesos. 3.3 LRF: 1% OF Total Fees but not lower than Php ten (10) pesos	Not applicable	Online payment facility will issue a confirmation receipt that payment has been made
5.2 Over the counter	5.2 Issue an Official Receipt		2 hours	Cashier
5.3 Receive Certificate of Registration (COR)	5.3 Print and issue COR		2 hours	SR. CDS/Chief CDS/RO Director/ Executive Director
TOTAL:		Registration Fee which is 1/10 of 1% Total Paid up share capital but not less than Php Two thousand (2,000) pesos for Secondary Coops and	6 Days & 4 Hrs.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Php Three thousand (3,000) pesos for Tertiary Coops.</p> <p>3.2 Name Reservation Fee which is One hundred (100) pesos.</p> <p>3.3 LRF: 1% OF Total Fees but not lower than Php ten (10) pesos</p>		

7. Process of Payments of Claims/Disbursements

DBM Circular Letter No. 2013-16 dated December 23, 2013, wherein the National Government uses Two (2) schemes for payment of Claims/Disbursements 1) the Common Fund Scheme where payment is made through issuance of MDS Checks and 2) the Direct Payment scheme (LDDAP) via Bank Deposit System through issuance of Advice to Debit Account (ADA). Cash Section is mandated to facilitate payment of Goods and Services through LDDAP or Check.

Office or Division:	CDA-Administrative Division/Cashier
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	All individuals with claim/disbursements authorized per Finance Division
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012 – Annex “A” (3 original copies) 2. Voucher Prepared by Finance 	WHERE TO SECURE
	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive voucher from Finance	None	10 minutes	Clerk/Cashier II/Cashier III
1.2 No action required from client	1.2 Prepare LDDAP check	None	10 minutes	Clerk/Cashier II
1.3 No action required from client	1.3 Prepare Advice/LBP System (whichever below is applicable) a. Biller Data Entry System (BIDES) b. Financial Data Entry System (FINDES) c. Advice of Clerk Issued and Data Cancelled Entry System (ACICDES)	None	10 minutes	Clerk/Cashier II
1.4 No action required from client	1.4 Review and sign the voucher and forward the same to Finance	None	20 minutes	Cashier III
2. No action required from client	2.1 Review and sign the voucher and forward the same to the Executive Director or the Deputy Executive Director	None	30 minutes	Supervising Administrative Officer

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from client	2.1 Sign the voucher and return to Cashier for sorting	None	1 day	Executive Director/Deputy Executive Director
4. No action required from client	4.1 Sort document and submit to LBP	None	10 minutes (before 15:00)	Cashier III
TOTAL:			1 day, 2 hours	

8. Processing of Application for Accreditation of Cooperative External Auditor

Accreditation of Cooperative External Auditor is a program of the Authority where individual CPA and Audit firm are given the authority to conduct audit to cooperatives. The program aims to achieve the following:

1. To institutionalized the high standards and professional conduct of audit to all cooperatives registered with the CDA pursuant to the provisions of RA 9520;
2. Compliance of the cooperatives in the submission of Annual Financial Reports to the Authority.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Certified Public Accountants, Auditing Firm/Partnership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Initial Application</p> <ul style="list-style-type: none"> • For Individual: <ul style="list-style-type: none"> Two (2) certified true copies each of the following documentary requirements: <ol style="list-style-type: none"> 1. Letter Application; 2. Profile of the Applicant with attached 2x2 colored ID picture; 3. Valid Professional Regulation Commission Identification Card (PRC-ID); 4. Valid Certificate of Accreditation with the Professional Regulation Commission-Board of Accountancy (PRC-BOA); 5. Current Professional Tax Receipt (PTR) issued by the local government; 6. Valid Certificate of Membership in Good Standing with the Philippine Institute of Certified Public Accountants (PICPA); or Certification of Life Sustaining Membership issued by the PICPA; 7. Certificate of Attendance to training equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; and 	<p style="text-align: right;">Client</p> <p style="text-align: right;">Client</p> <p style="text-align: right;">PRC</p> <p style="text-align: right;">PRC BOA</p> <p style="text-align: right;">Local Government Unit</p> <p style="text-align: right;">PICPA</p> <p style="text-align: right;">PICPA</p>
<ul style="list-style-type: none"> • For Auditing Firm: <ul style="list-style-type: none"> Two (2) certified true copies each of the following documentary requirements: <ol style="list-style-type: none"> 1. Application Letter; 2. Profile of the Firm/Partnership; 3. Profile of the signing partners with 2x2 colored ID picture; 	<p style="text-align: right;">Client</p> <p style="text-align: right;">Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 4. SEC Registration Certificate of Partnership; 5. Articles of Partnership and/or its amendment; 6. Partnership's Valid Certificate of Accreditation with the PRC BOA; 7. PTR of individual signing partner/s; 8. Valid Certificate of Membership in Good Standing with PICPA of the signing partners; 9. Certificate of Attendance to training of signing partner/s equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; 	<p style="text-align: center;">Client</p> <p style="text-align: center;">SEC</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">PRC BOA</p> <p style="text-align: center;">Local Government Unit</p> <p style="text-align: center;">PICPA</p> <p style="text-align: center;">PICPA</p>
<p>Renewal Application</p> <ul style="list-style-type: none"> • For Individual: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter Application; 2. Profile of the Applicant with attached 2x2 colored ID picture; 3. Valid Professional Regulation Commission Identification Card (PRC-ID); 4. Valid Certificate of Accreditation with the Professional Regulation Commission-Board of Accountancy (PRC-BOA); 5. Current Professional Tax Receipt (PTR) issued by the local government; 6. Valid Certificate of Membership in Good Standing with the Philippine Institute of Certified Public Accountants (PICPA); or Certification of Life Sustaining Membership issued by the PICPA; 7. Certificate of Attendance to training equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; 8. Previous Certificate of Accreditation issued by the CDA; 9. List of cooperative-clients and years audited; 10. Sworn statement by the Cooperative External Auditor that she/he has engaged in 	<p style="text-align: center;">Client</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">PRC</p> <p style="text-align: center;">PRC BOA</p> <p style="text-align: center;">Local Government Unit</p> <p style="text-align: center;">PICPA</p> <p style="text-align: center;">PICPA</p> <p style="text-align: center;">CDA – CRITS</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">Client; Micro Cooperative Audited</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>cooperative external audit or preparation of financial statement to at least one (1) micro cooperative that is free of charge as part of his/her social responsibility, duly supported with Certification from cooperatives that received such services; and</p> <p>11. Sworn statement by the Cooperative External Auditor that she/he has observed the conditions prescribed under Sec. 9 of MC 2019-10;</p>	<p>Client</p>
<p>• For Auditing Firm:</p> <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Application Letter; 2. Updated profile of the Firm/Partnership; 3. Updated profile of the signing partners with 2x2 colored ID picture; 4. SEC Registration Certificate of Partnership; 5. Articles of Partnership and/or its amendment; 6. Partnership's Valid Certificate of Accreditation with the PRC BOA; 7. Current PTR of individual signing partner/s; 8. Valid Certificate of Membership in Good Standing with PICPA of the signing partners; 9. Certificate of Training of signing partners equivalent to 24 hours of required training for renewal as provided in Section 4 of the revised guidelines; 10. Latest Certificate of Accreditation issued by the CDA; 11. List of cooperative-client and years audited; and 12. Sworn statement by the Cooperative External Auditor that she/he has engaged in cooperative external audit or preparation of financial statement to at least one (1) micro cooperative that is free of charge as part of his/her social responsibility, duly supported with Certification from cooperatives that received such services; 	<p>Client</p> <p>Client</p> <p>Client</p> <p>SEC</p> <p>Client</p> <p>PRC BOA</p> <p>Local Government Unit</p> <p>PICPA</p> <p>PICPA</p> <p>CDA-CRITS</p> <p>Client</p> <p>Client, Micro Cooperatives Audited</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Sworn statement by the Cooperative External Auditor that she/he has observed the conditions prescribed under Sec. 9 of MC 2019-10;	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and documentary requirements to CDA Regional Office 1.2. No action required from client 1.3 No action required from client	1.1 Conduct initial evaluation of the application and submitted documents 1.2 Prepare Statement of Accounts (SOA) 1.3 Issue Order of Payments (OP)	None None None	1 hour 10 minutes 5 minutes	Regional Office CDS II; SR. CDS, CRITS CDS II Accountant I
2.1 Pay corresponding fee to the cashier	2.1 Issue official receipt	Filing fee For Individual: • Initial = P 2,000 • Renewal = P 1,000 Filing fee For Auditing Firm: • Initial = P 5,000 • Renewal = P 2,000	5 minutes	Cashier
3.1 Submit duplicate copy of OP and OR to CRITS	3.1 Prepare letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, CRITS
4.1 No action required from client 4.2 No action required from client 4.3 No action required from client	4.1 Receive, records and forwards application to CRITD 4.2 Evaluate application documents 4.3 Recommend application to the Board of	None None None	10 Minutes 2 hours 30 minutes	Head Office Records Officer; Receiving Clerk, CRITD CDS II Chief of CRITD, IDD Director,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrators for Consideration			Executive Director
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5. No action required from client	5.1 Approve application	None	1 day	CDA Board of Administrators
6. No action required from client	6.1 Print and sign certificates	None	2 hours	CDS I/II, CRITD; CDA Chairperson Clerical Staff, CRITD; Records Officer
6.2 No action required from client	6.2 Forward signed certificate to CDA Regional Office	None	10 mins	
7.1 Take oat and signs pledge of commitment	7.1 Administer Oath	None	10 minutes	Regional Office Director
7.3 No action required from client	7.2 Releases Certificate of Accreditation to Client	None	15 Minutes	Director; SR. CDS, CITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, CRITS
TOTAL:		Filling fee For Individual: • Initial = P 2,000 • Renewal = P 1,000 For Auditing Firm: • Initial = P 5,000 • Renewal = P 2,000	1 day, 7 hours, 50 minutes	

9. Processing of Application for Accreditation of Cooperative Training Provider

The Accreditation of Cooperative Training Provider is a program of the CDA giving authority to qualified institutions to conduct mandatory training to cooperative officers as required by law. It also aims to institutionalize the conduct of well-coordinated, rationalized and standardized education and training for cooperatives and its officers and members pursuant to the provisions of RA 9520, MC 2015-09 and MC 2015-10.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Highly Technical
Type of Transaction:	G2C, G2G
Who may avail:	<p>Advocacy Cooperatives, Federations, Unions, National Government Agencies (NGAs), Local Government Unit – Cooperative Development Offices (LGU-CDOs), State Universities and Colleges (SUCs), Training Institutions, Academe, Non-Government Organizations (NGOs) possessing the following the qualifications:</p> <ul style="list-style-type: none"> • Must have juridical personality; For training institutions, NGOs and academe, they must be in existence for at least two (2) years; • Must have cooperative development program/s; • Must have a pool at least five (5) competent cooperative trainers who possess the following minimum qualifications: <ul style="list-style-type: none"> - Of legal age; - Filipino residing in the Philippines; - Holder of at least a Bachelor's degree; - Attended and Completed Training of Trainers; and - With at least two (2) years experience as resource person on cooperatives, supported by a Certificate of Recognition/Appreciation as Resource Person issued by cooperative/institution where he/she acted as resource person and must be knowledgeable on basic philosophy of cooperatives.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Initial (New): Documentary Requirements:</p> <ul style="list-style-type: none"> • For Advocacy Cooperatives, Federations and Unions: Two (2) certified true copies each of the following documentary requirements: <ol style="list-style-type: none"> 1. Certified true copy of valid Certificate of Compliance (COC) 2. Organizational Profile: <ol style="list-style-type: none"> a. Basic Information (Name/address/contact details); b. List of programs and services; c. Historical profile of cooperative training conducted d. Affiliations, if any; e. List of Key Officers and Staff; and f. List of Trainers with their individual profile/bio-data and certificate of TOT 3. Cooperative Annual Performance Report (CAPR) and Audited Financial Statements of the immediately preceding year 	<p>CDA Regulation Section</p> <p>Client</p> <p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers and to utilize the services of its pool of trainers in the conduct of trainings</p>	
<ul style="list-style-type: none"> • For Training Institutions/NGOs/Academe: Two (2) copies each of the following documentary requirements: <ol style="list-style-type: none"> 1. Certificate of Registration from the concerned Philippine Government Agency; 2. Articles of Incorporation and Bylaws where cooperative development is one of its objectives and purposes or cooperative development is one of its identified program thrusts; 3. Business Permit; 4. Organizational Profile 5. Annual Reports and Audited Financial Statements for the last two (2) years 6. Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers and to utilize the services of its pool of trainers in the conduct of trainings 	<p style="text-align: center;">SEC, DTI</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">Local Government Unit</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">Client</p>
<ul style="list-style-type: none"> • For NGAs/CDOs/SUCs: Two (2) certified true copies each of the following documentary requirements: <ol style="list-style-type: none"> 1. Certification from head of the agency that such office/unit has cooperative development program, in lieu of the Certificate of Registration; or appropriate local issuance/s creating the office (in the case of CDOs); 2. Organizational Profile 3. Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers and to utilize the services of its pool of trainers in the conduct of trainings 	<p style="text-align: center;">Client, Local Government Unit</p> <p style="text-align: center;">Client</p> <p style="text-align: center;">Client</p>
<ul style="list-style-type: none"> • For Renewal: 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter-application for renewal; 2. Updated List of Trainers; 3. Reports of training conducted using Training Report 1 4. List of participants per training conducted using Training Report 3 5. Modules of Cooperative Training Conducted; 6. (2) year Cooperative Training Plan. <p>In addition, the following documents must be submitted by:</p> <ol style="list-style-type: none"> i. Cooperatives, federations and unions <p>Two (2) certified true copies each of the following documentary requirements:</p> <ul style="list-style-type: none"> • Cooperative Annual Progress Report (CAPR) duly received by CDA • Latest Audited Financial Statements • Certified true copy of valid Certificate of Compliance (COC) ii. Training Institutions, Non-Government Organizations and private academe <p>Two (2) certified true copies of the following documentary requirements:</p> <ul style="list-style-type: none"> • Copy of Annual Report of the institution covering all its activities, programs and undertakings • Latest Audited Financial Statement • New Business Permit 	<p>Client</p> <p>Client</p> <p>CDA website</p> <p>CDA website</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>CDA Regulation Section</p> <p>Client</p> <p>Client</p> <p>Local Government Unit Concerned</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and documentary requirements to CDA Regional Office	1.1 Conduct initial evaluation of the application and submitted documents	None	2 hours	Regional Office CDS II; SR. CDS, CRITS

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 No action required from client	1.2 Prepare Statement of Accounts (SOA)	None	10 minutes	CDS II
1.3 No action required from client	1.3 Issue Order of Payments (OP)	None	5 minutes	Accountant I
2. Pay corresponding fee to the cashier	2.1 Issue official receipt	<p>Filing fee For Advocacy Cooperatives, Federations, Unions, Training Institutions, Academe, and NGOs: Initial = P 3,000 Renewal = P 5,000</p> <p>Filing/accfee For NGA's/ CDO's/ SUC's the following accreditation fee shall apply: Initial = P 1,500 Renewal = P 2,500</p>	5 minutes	Cashier
3. Submit duplicate copy of OP and OR to CRITS	3.1 Prepares letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, CRITS
4.1 No action required from client	4.1 Receives, records and forwards application to CRITD	None	10 Minutes	Head Office Records Officer; Receiving Clerk, CRITD
4.2 No action required from client	4.2 Evaluates application documents	None	2 hours	CDS II
4.3 No action required from client	4.3 Recommends application to the Board of Administrators for Consideration	None	30 minutes	Chief of CRITD, IDD Director, Executive Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5.1 No action required from client	5.1 Approves application ¹	None	1 day	CDA Board of Administrators
6.1 No action required from client	6.1 Prints and signs certificates	None	1hour	CDS I/II, CRITD; CDA Chairperson Clerical Staff, CRITD; Records Officer
6.2 No action required from client	6.2 Forwards signed certificate to CDA Regional Office	None	10mins	
7.1 Take oat and signs pledge of commitment	7.1 Administer Oath	None	10 minutes	Regional Office Director
7.2 No action required from client	7.2 Releases Certificate of Accreditation to Client	None	15 Minutes	Director; SR. CDS, CITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, CRITS
TOTAL:		Filing fee For Advocacy Cooperatives, Federations, Unions, Training Institutions, Academe, and NGOs: Initial = P 3,000 Renewal = P 5,000 For NGA's/ CDO's/ SUC's the following accreditation fee shall apply: Initial = P 1,500	1 day, 7hours, 50minutes	

¹ For denied or deferred applications, the same will be returned to CRITD for appropriate action.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Renewal = P 2,500		

10. Processing of Application for Recognition of Cooperative Mediator-Conciliator

The Recognition of Cooperative Mediator-Conciliator and ADR Trainer is a program of the CDA to create a pool of Recognized Mediators and Conciliators and ADR Trainers pursuant to MC 2007-09.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Any individual member/ employee of a registered cooperative or person employed, affiliated or connected with duly registered Non-Government Organization (NGO) or Private Institution (PI) who have undergone the training on mediation-conciliation and ADR as trainer conducted by CDA recognized ADR service provider.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Initial (New):</p> <p>Two (2) certified true copies each of the following Documentary Requirements:</p> <ol style="list-style-type: none"> 1. Application Letter for Recognition 2. Personal Data Sheet with 2x2 picture 3. Recommendation letter from Chairperson of Cooperative or NGO/PI where He/She is affiliated 4. Certification of Proficiency on Cooperative Laws and CDA Policies and Procedures and Certification of Mature Disposition and Good Moral Character from the Chairperson of the Cooperative/NGO/PI or any Head of a Religious Sect or Congregation where He/She is affiliated 5. Certificate of Completion of Training Program for MED-CON conducted by CDA or Recognized Service Provider 6. Certificate of Completion of Written and Practical Assessment administered by CDA or Recognized Service Provider 7. Pledge of Commitment to serve and practice as Conciliator/ Mediator to cooperatives administered by CDA Regional Director or the Executive Director if at the National Level 	<p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Recognized Service Provider</p> <p>Client</p> <p>CDA</p>
<p>For Renewal:</p> <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter of application for renewal 2. Shall have attended a refresher course on ADR and updates on CDA policies and programs 	<p>Client</p> <p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Certification from the Chairman that the Conciliator-Mediator is still a coop member or connected with the recognized NGO/PI	Client
4. Recommendation Letter address to the CDA by the Chairman recommending the renewal of the applicant	Client
5. Report of Conciliation-Mediation conducted duly certified by the concerned Chairman of the Cooperative or recognized NGO/PI or by the CDA	Client
6. Copies of the Evaluation Reports duly signed by parties that have been conciliated-mediated by the applicant	Client
7. If for two (2) years have not mediated any cooperative conflict, submit himself/herself for practical and written examination to be conducted by CDA or its duly authorized Service Provider	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and documentary requirements to CDA Regional Office	1.1 Conduct initial evaluation of the application and submitted documents	None	30 minutes	Regional Office CDS II; SR. CDS, CRITS
1.2 No action required from client	1.2 Prepare Statement of Accounts (SOA)	None	10 minutes	CDS II
1.3 No action required from client	1.3 Issue Order of Payments (OP)	None	5 minutes	Accountant I
2. Pay corresponding fee to the cashier	2.1 Issue official receipt	Recognition Fee: • Initial = 1,000 • Renewal = P 500	5 minutes	Cashier
3. Submit duplicate copy of OP and OR to CRITS	3.1 Prepare letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, CRITS
4.1 No action required from client	4.1 Receive, records and forwards application to CRITD	None	10 Minutes	Head Office Records Officer; Receiving Clerk, CRITD

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client	4.2 Evaluate application documents	None	2 hours	CDS II
4.3 No action required from client	4.3 Recommend application to the Board of Administrators for Consideration	None	30 minutes	Chief of CRITD, IDD Director, Executive Director
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5. No action required from client	5.1 Approve application ²	None	1 day	CDA Board of Administrators
6.1 No action required from client	6.1 Print and sign certificates	None	1 hour	CDS I/II, CRITD; CDA Chairperson Clerical Staff,
6.2 No action required from client	6.2 Forward signed certificate to CDA Regional Office	None	10mins	CRITD; Records Officer
				Regional Office
7. No action required from client	7.1 Releases Certificate of Accreditation to Client	None	15 Minutes	Director; SR. CDS, CITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, CRITS
	TOTAL:	Recognition Fee: • Initial = 1,000 • Renewal = P 500	1 day, 6 hours, 10 minutes	

² For denied or deferred applications, the same will be returned to CRITD for appropriate action.

11. Processing of Claims/Disbursements – for Transactions that Require Complex Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:

1. Certificate of Availability of Funds
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
3. Legality of transactions and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division
Classification:	Complex
Type of Transaction:	G2C, G2G, G2B
Who may avail:	<p>Individuals/Requesting Units' claim on the following:</p> <ol style="list-style-type: none"> a. Salaries, wages, Maternity Leave claims, MY and YEB, CNAI, Loyalty, PEI, PBB, Uniform Allowance and other similar expenses b. Remittances to NGAs c. Utilities (Electricity/Water/Telephone Landline/Mobile) d. Training Expenses (Conferences, Meals and Lodging Expenses, ICT Trainings) e. Courier Services f. Gasoline/Fuel, Oil and Lubricants g. General Services (Security, Janitorial, Maintenance of Property) h. Procurement of Supplies, Materials, Equipment, and ICT Equipment through Shopping, Repeat Order, Procurement Service - DBM i. Small Value Procurement of Supplies, Materials, and Equipment j. Advertising Expense k. Repairs and Maintenance – Equipment and Motor Vehicles
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. (see Annex A). Each of the documents must be prepared in 3 original copies.	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims documents for obligation and processing to the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	30 minutes	Document Controller/ Admin Aide/Clerk
	1.2 If incomplete, return the documents to the	None	10 minutes	Document Controller/ Admin Aide/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 No action required from client 1.3 No action required from client	requesting unit for compliance. 1.3 If complete, stamps "Received" the copy of the RU or signs the logbook of RU. Attached Routing Slip and assign Control Number. Logs (Log Book and On-line System) and forwards the claims to Budget Section.	None	20 minutes	Document Controller/Division Chief
2.1 No action required from client	2.1 Receive the documents and log in. Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	30 minutes	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	10 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses RAOCO - Registry of Allotment and Obligation – Capital Outlay	None	30 minutes	Budget Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from client	3.1 Evaluate the validity of the claims' documents and certifies that allotment is available by signing Box B of the ORS and obligated for the purpose requested therein.	None	40 minutes	Budget Officer III
4. No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	15 minutes	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	3 days	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	30 minutes	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	30 minutes	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	45 minutes	Accounting Clerk/ Admin Assistant
5.1 No action required from client	5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies. Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III CKDJ – Check Disbursement Journal	None	2 days	Accountant II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	JEV – Journal Entry Voucher			
6.1 No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the Certificate of Withholding Tax. Signs DV and JEV	None	7 hours	Accountant III/Supervising Administrative Officer/Chief Finance Division
6.2 No action required from client	6.2 Verify if cash is available. Endorses to Cash	None	1 hour	Accountant III/Supervising Administrative Officer
7.1 No action required from client	7.1 Forward DV and documents to Cash	None	1 hour	Document Controller/ Admin Aide/Clerk
TOTAL:		None	6 days and 6 hours	

12. Processing of Claims/Disbursements – for Transactions that Require Highly Technical Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:

6. Certificate of Availability of Funds
7. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
8. Legality of transactions and conformity with laws, rules or regulations
9. Approval of expenditure by Head of Office or his authorized representative
10. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division
Classification:	Highly Technical
Type of Transaction:	G2C, G2G, G2B
Who may avail:	<p>Individuals/Requesting Units claim on the following:</p> <ol style="list-style-type: none"> a. Release of Fund NGO/PO b. Procurement of Supplies, Materials, Equipment, ICT Equipment and Motor Vehicles, General Services, Consultancy through Public Bidding, Direct Contracting c. Procurement of Infrastructure
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims and documents for obligation and processing to the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	1 hour	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 If incomplete, return the documents to the requesting unit for compliance.	None	20 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 If complete, stamps "Received" the copy of the RU or signs the logbook of RU. Attached Routing Slip and assign Control Number. Logs (Log Book	None	40 minutes	Document Controller/Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and On-line System) and forwards the claims to Budget Section.			
2.1 No action required from client	2.1 Receive the documents and log in Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	1 hour	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	20 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses RAOCO - Registry of Allotment and Obligation – Capital Outlay	None	30 minutes	Budget Aide
3.1 No action required from client	3.1 Evaluate the validity of the claims' documents and certifies that allotment is available by signing Box B of the ORS and obligated for the purpose requested therein.	None	3 hours	Budget Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	1 hour	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	7 days	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	1 hour	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	1 hour	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	1 hour	Accounting Clerk/ Admin Assistant
5. No action required from client	5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies. Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III CKDJ – Check Disbursement Journal JEV – Journal Entry Voucher	None	4 days	Accountant II
6.1 No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the	None	2 days and 7 hours	Accountant III/Supervising Administrative Officer/Chief Finance Division

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.2 No action required from client	Certificate of Withholding Tax. Signs DV and JEV 6.2 Verify if cash is available. Endorses to Cash	None	1 hour	Accountant III/Supervising Administrative Officer
7.1 No action required from client	7.1 Forward DV and documents to Cash	None	2 hours	Document Controller/ Admin Aide/Clerk
TOTAL:		None	15 days and 5 hours	

13. Processing of Claims/Disbursements – for Transactions that Require Simple Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:

1. Certificate of Availability of Funds
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
3. Legality of transactions and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division
Classification:	Simple
Type of Transaction:	G2C, G2G, G2B
Who may avail:	Individuals/Requesting Units claim on the following: <ol style="list-style-type: none"> a. Petty Cash Fund b. Extraordinary and Miscellaneous c. Retirement and Terminal Leave Benefits d. Local and Foreign Travels (including Cash Advances) e. Rent f. Representation and Transportation Allowance (RATA), PERA, Honoraria and other Allowances
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims documents for obligation and processing at the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	30 minutes	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 If incomplete, return the documents to the requesting unit for compliance.	None	10 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 If complete, stamps "Received" the copy of the RU or signs the logbook of RU. Attached	None	20 minutes	Document Controller/Division Chief

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Routing Slip and assign Control Number. Logs (Log Book and On-line System) and forwards the claims to Budget Section.			
2. No action required from client	2.1 Receive the documents and log in. Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	30 minutes	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	10 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses RAOCO - Registry of Allotment and Obligation – Capital Outlay	None	30 minutes	Budget Aide
3.1 No action required from client	3.1 Evaluate the validity of the claims' documents and certifies that allotment is available by signing Box B of the ORS and obligated for the	None	40 minutes	Budget Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	purpose requested therein.			
4.1 No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	15 minutes	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	1 day	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	30 minutes	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	30 minutes	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	45 minutes	Accounting Clerk/ Admin Assistant
5. No action required from client	5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies. Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III CKDJ – Check Disbursement Journal JEV – Journal Entry Voucher	None	1 day	Accountant II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the Certificate of Withholding Tax. Signs DV and JEV	None	1 hour and 30 minutes	Accountant III/Supervising Administrative Officer/Chief Finance Division
6.2 No action required from client	6.2 Verify if cash is available. Endorses to Cash	None	30 minutes	Accountant III/Supervising Administrative Officer
7. No action required from client	7.1 Forward DV and documents to Cash	None	1 hour	Document Controller/ Admin Aide/Clerk
TOTAL:		None	3 days	

14. Resolving Incomplete Requirements in the Facilitation of CDA-Administered Loans & Grants for Liquidation

The Liquidation Report is submitted to CDA-Finance (for COA submission) once the cooperative's liquidation report, and its existing accounts due from NGO/POs, if any, is reviewed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

4. To clear/reconcile/settle the said cooperative of its current financial and contractual obligation with CDA per COA Circular No. 2009-006;
5. To comply with the documentary requirements as a CDA-cooperative beneficiary that was granted all available forms of assistance and privileges from PPAs/funding coursed through the CDA for facilitation and administration per COA, DBM and other governing rules and regulation; and
6. Such other legitimate purposes it may serve.

This service specification is intended for instances of incomplete documentary submission.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Cooperative requesting financial assistance for proposed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>17. Covering letter for liquidation addressed to CDA (2 copies – original and photocopy)</p> <p>18. Liquidation Report, as updated (3 copies – original, certified true copy and photocopy)</p> <p>19. Final Fund Utilization Report, indicating the summary of expenses and the status report of accomplishment, certified correct by the Accountant or equivalent official and approved by the Chairperson of the coop-beneficiary, and verified correct by the Accountant or equivalent official of CDA CO (3 copies – 2 original and 1 certified true copy)</p> <p>20. Proof of verification by the CDA-CO official attesting the validity of documents submitted by the coop-beneficiary (3 copies – original certified true copy and photocopy)</p> <p>21. Pictures of implemented projects (2 copies – original and photocopy)</p> <p>22. Certificate of Project Completion issued by the concerned coop-beneficiary (3 copies – original, certified true copy and photocopy)</p> <p>23. Inspection Report and Certificate of Acceptance issued by the CDA-CO, as may be required 3 copies – original, certified true copy and photocopy)</p> <p>24. List of equipment/vehicles procured by the coop-beneficiary out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition (3 copies – original, certified true copy and photocopy)</p> <p>25. List of individual member-beneficiaries with their signatures signifying their acceptance/acknowledgement of the</p>	<p style="text-align: center;">CPDAD/Finance Division/CPDAS, CDA – Head Office/ Regional Office and Other competent authority/office/institution/organization</p> <p style="text-align: center;">CPDAD/Finance Division/CPDAS, CDA – Head Office/ Regional Office and Other competent authority/office/institution/organization</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>project/funds/goods/services received (3 copies – original, certified true copy and photocopy)</p> <p>If found to be necessary, may require additional documents such as, but not limited to, the following:</p> <ol style="list-style-type: none"> 26. Signed Physical/Technical and Financial Planning (3 copies – original, certified true copy and photocopy) 27. In case of staggered release of fund to coop-beneficiary, duly approved Schedule of Fund Release to coop-beneficiary (3 copies – original, certified true copy and photocopy) 28. In case of dissolution of the recipient cooperative in addition to the OR acknowledging return of the unutilized amount, copy of the voucher paid by the coop-beneficiary (3 copies – original, certified true copy and photocopy) 29. Documents as minimum requirements for a building such as in National Building Code of the Philippines (PD 1096), Fire Code of the Philippines (RA 9514), Accessibility Law (BP 344) and other laws that assures safety (3 copies – original, certified true copy and photocopy) 30. As the case may require, other relating documents as minimum requirement/s applicable to the type of assistance/objects/items as stated in the project proposal (e.g., Official Receipt/Certificate of Registration/Warranty of procured equipment/vehicle) - (3 copies – original, certified true copy and photocopy) 31. As the case may require, other relating documents as minimum requirement/s applicable to industry classification/field/funding source/sponsor entity under which the intended coop operations based on the project proposal may fall, issued by competent (3 copies – original, certified true copy and photocopy) authority/office/institution/organization (e.g., Endorsement Letter from LGU Office, SEC/DTI/Barangay Certification) ((3 copies – original, certified true copy and photocopy) 32. Other similar objects/documents as may be determined by CDA and COA/DBM/Senate/HoR/sponsor/funding entity ((3 copies – original, certified true copy and photocopy) 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Prepare notification letter to cooperative requesting to submit needed docs	None	1 hour	CDS II/and or Sr. CDS/Supervising CDS/Division Chief
1.2 No action required from client	1.2 Forward the notification letter to the Executive Director, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 minutes	Document Controller/ Admin Aide/Clerk
2.1 Submits all documentary requirements in compliance to CDA CO/ RO	2.1 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
2.2 No action required from client	2.1 Forward to concerned staff who will do the evaluation	None	5 minutes	Division Chief / CDS II and or Sr. CDS
3.1 No action required from client	3.1 Evaluate submitted liquidation report	None	1 day	CDS II and/or Sr. CDS
3.2 No action required from client	3.2 Prepare Disbursement Form	None	5 minutes	CDS/and or Sr. CDS/Supervising CDS/ Division Chief
3.3 No action required from client	3.3 Forward Liquidation Report with Disbursement Form to Finance Division to be recorded in the logbook	None	5 minutes	Document Controller/ Admin Aide/Clerk
		None	1 day, 1 hour and 25 minutes	

15. Submission of Agency Accomplishment Report

The Agency Accomplishment report is a quarterly report submitted to the Department of Budget and Management. It is an accountability required to be submitted online in compliance with DBM guidelines on Uniform Reporting System (URS) for government offices used for:

1. Monitoring Agency Performance;
2. Basis in measuring Agency updated Accomplishment;
3. Validation of Agency performance for Performance-Based Bonus; and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-Planning Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	DBM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. NEP Targets 2. Work Plan of Delivery Units (3 original copies) 3. Report of Delivery Units (3 original copies) 4. Consolidated Report of the Head Office of the Agency Physical Accomplishment Report (3 original copies) 5. BAR 1 Form (1 original copy) 		Planning Division/Section, CDA – Head Office/ Regional Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Record incoming reports and forwards to Planning Officer III	None	10 minutes	Receiving staff
1.2 No action required from client	1.2 Retrieve mailed Reports and maintains files	None	15 minutes	Planning Officer III
2.1 No action required from client	2.1 Check completeness and accuracy	None	2 days and 4 hours	Planning Officer III
2.2 No action required from client	2.2 Verify/clarify submitted report with RO/HO concerned, when necessary	None	2 days and 4 hours	Planning Officer III
3.1 No action required from client	3.1 Computation using formula (target vs. Accomplishment)	None	1 day	Planning Officer III
4.1 No action required from client	4.1 Review and initial of the Planning Chief	None	1 hour	Planning Chief
	4.2 Review and initial	None	1 hour	GASSD Director

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client				
4.3 No action required from client	4.3 Review and Signature	None	1 hour	Executive Director
5.1 No action required from client	5.1 Access DBM online URS	None	2 hours	Planning Officer III
5.2 No action required from client	5.2 Encoding of Quarterly Physical Report of Operations	None	2 hours	Planning Officer III
6.1 No action required from client	6.1. Forwarding of approved hard copy to MIS	None	15 minutes	Planning Admin
6.2 No action required from client	6.2 Posting of Scanned copy in the TS	None	15 minutes	MIS
TOTAL:		None	6 days, 7 hours and 55 minutes	

16. Technical Assistance Services in the Registration of Credit Surety Fund (CSF) Cooperatives

Objective:

To ensure the systematic, efficient and timely pre-evaluation and processing of applications for registration documents of all proposed CSF Cooperatives prior to their registration.

Coverage/Scope:

This shall cover the step-by-step process of pre-evaluating the applications for registration documents of proposed CSF Cooperatives in all CDA Regional Offices up to the Technical Assistance Division (TAD), Head Office.

Office or Division:	CDA- CSF Technical Assistance Division /Section
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	CSF Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Applicant CSF Cooperative Requirements</p> <ol style="list-style-type: none"> 1. COOPERATIVE NAME REGISTRATION NOTICE (CNRN) - 1 original & 3 photocopies 2. Contributors Orientation Seminar (COS) Certificate - 1 original & 3 photocopies 3. Articles of Cooperation and Bylaws - 2 original & 2 photocopies for each and these are downloadable forms from the CDA website www.cda.gov.ph 4. Economic Survey – 2 original & 2 photocopies, this can be downloaded from the CDA website www.cda.gov.ph 5. Surety Bonds of Accountable officers – 1 original & 3 photocopies 6. Sworn Statement of the Treasurer – 4 original copies 7. CSF Memorandum of Agreement (MOA) – 4 certified true copies 8. LGU's Sangguniang Panlalawigan/ Panlungsod Resolution – 4 certified true copies <p>B. Primary Cooperatives/NGOs Minimum Requirements</p> <ol style="list-style-type: none"> 1. Approved General Assembly Resolution – 1 original copy 2. Latest Audited Financial Statement – 1 certified true copy 	<ol style="list-style-type: none"> 1. Technical Assistance Division-Credit Surety Fund Department at the Head Office, and 2. Credit Surety Fund Section/Unit at the Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Certificate of Registration (CoR) with CDA or SEC & BIR – 1 certified true copy</p> <p>4. List of current Board of Directors, Manager & Credit Officer – 1 certified true copy</p> <p>5. Accomplished membership form – 1 certified true copy</p> <p>*Registration fee of One Thousand Pesos (P1,000.00) and an additional Legal and Research Fee (LRF) in an amount equivalent to one percent (1%) of the fee imposed but in no case lower than Ten pesos (P10.00).</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Coordinates with BSP, LGU, CDA & other partners for the conduct of Contributors Orientation Seminar (COS).	1.1 Co-conducts with the BSP the Contributor's Orientation Seminar (COS).	None	4 hours	Senior CDS-Regional Office (RO)
2.1 Visits and coordinates with CSF-RO. Inquires from the CSF- RO the requirements for registration of a proposed CSF Cooperative.	2.1 Discusses the requirements for Registration based on Memorandum Circulars 2018-05 & 2019-05).	None	2 hours & 30 Minutes	Senior CDS & CDS II – Regional Office (RO)
2.2 No action required from client	2.2 Assists client in defining strategies and in setting up schedules of activities to be done in preparing and completing the requirements for registration.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
3.1 Secures registration forms.	3.1 Assists client secures a Cooperative Name	None	1 hour	Senior CDS & CDS II – Regional Office (RO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 No action required from client	Reservation Notice (CNRN). 3.2 Provides the client with downloadable/editable registration forms and checklist of requirements.	None	30 minutes	Senior CDS & CDS II-Regional Office (RO)
3.3 No action required from client	3.3 Orients the client in accomplishing the forms and in complying with the requirements.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
4.1 Conduct Organizational Meeting.	4.1 Attends meeting/s to coordinate with the client on-site.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
4.2 No action required from client	4.2 Assists in the preparation of ACBL & other documents.	None	2 hours	Senior CDS & CDS II – Regional Office (RO)
4.3 No action required from client	4.3 Makes follow-up visits and/or coordination activities, or renders technical assistance, when requested.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
5.1 Submits the registration requirements.	5.1 Receives and checks the completeness of documents based on the checklist, records in the logbook and transmits the application for registration documents.	None	1 hour	CDS I – Regional Office (RO)
5.2 No action required from client	5.2 If found incomplete, advises the client to comply with all the requirements.	None	30 minutes	CDS I-Regional Office (RO)
6. No action required from client.	6.1 Reviews and pre-evaluates the documents.	None	2 hours	Senior CDS – Regional Office (RO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.2 No action required from client	6.2 Prepares the TASES- RO and endorsement letter to the TAD-CO.	None	1 hour	Senior CDS-Regional Office (RO)
7. No action required from client.	7.1 Reviews/discusses the findings, if necessary, and signs the endorsement letter.	None	1 hour	Regional Director
8.1 No action required from client.	8.1 Transmits the documents to the Technical Assistance Division-Head Office.	None	10 minutes	CDS I – Regional Office
9.1 No action required from client.	9.1 Receives and checks the completeness of documents based on the list of requirements.	None	30 minutes	CDS I – Head Office (HO)
9.2 No action required from client.	9.2 Enters into the logbook.	None	15 minutes	CDS I- Head Office
9.3 No action required from client.	9.3 Transmits the documents.	None	15 minutes	CDS I- Head Office
10.1 No action required from client.	10.1 Validates/reviews findings and re-evaluates the documents, when necessary	None	3 hours	Senior CDS – Head Office
11.1 No action required from client.	11.1 Validates, discusses and consolidates the findings and prepares the Endorsement Letter to the Registration Division.	None	2 hours and 30 minutes	Supervising CDS – Head Office
12.1 No action required from client.	12.1 Reviews and discusses the consolidated findings and affixes the initials to the Endorsement letter to the Registration Division.	None	2 hours and 30 minutes	Chief CDS – Head Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13.1 No action required from client.	13.1 Reviews and discusses the consolidated findings, if necessary, and signs the Endorsement letter.	None	1 hour	CSF Department Director
14.1 No action required from client.	14.1 Transmits the documents to the Registration Division.	None	10 minutes	CDS I – Head Office
TOTAL:		None	4 days and 50 minutes	



HEAD OFFICE and REGIONAL OFFICES

Internal Services

17. Acceptance, Inspection and Distribution

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. Receive purchased supplies/materials from the supplier – checking the items versus the PO/Delivery Receipt/Sales Invoice/Official Receipt	None	30 minutes	Supply Officer
2.1 No action required from client	2.1 Prepare the Inspection and Acceptance Report and Inspection Request for COA (IRC).	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.2 No action required from client	2.2 IAR to be signed by the Supply Officer and shall be forwarded to Inspection Committee together with SI/DR/OR	None	10 min	Supply Officer
2.3 No action required from client	2.3 IRC to be signed by GSS Head and shall be forwarded with PR, RFQ, RMR, PO, NOA, SI/DR/OR, IAR	None	10 min	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the DV with required attachments to the Finance Division	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. Prepare the Requisition and issuance Slip of the respective unit(s)	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. Supply Officer prepares/GSS Personnel sorts and issue the	None	2 hours	Supply Officer/GSS Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supplies/materials to respective unit(s)			
6. No action required from client	6. GSS Personnel files the PR, RFQ, RMR, NOA, PO, IAR and IRC respectively	None	30 minutes	Supply Officer
TOTAL:		None	4 hour, 40 minutes	

18. Awarding and Voucher Preparation

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive the approved and signed RMR from BAC and HOPE, prepares Disbursement Voucher, Obligation Request Status Purchase Order and Notice of Award	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.2 No action required from client	1.2 GSS Personnel forwards the document to the Chief of the requesting Division for initial and signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.1 No action required from client	2.1 Receive the signed DV, ORS and initialed PO. Same documents shall be forwarded to the Office of the Executive Director for signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3.1 No action required from client	3.1 Receive the signed documents. The signed Notice of Award shall be forwarded to the supplier to conformé the granting of the project. Signed DV, ORS and PO shall be forwarded to the Finance Division for processing	None	10 minutes	GSS Personnel and Supply Officer
4.1 No action required from client	4.1 Receive the processed DV and ORS, forwards the	None	15 minutes	GSS Personnel and Supply Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supplier the PO/JO and informing the same on payment details			
TOTAL:		None	1 hour, 15 minutes	

19. Emergency Repair/Service - Preparation of Request for Pre-Repair - Building Facility

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Maintenance Personnel submits the duly accomplished Request for Pre-repair Inspection form.	1 Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Property Custodian/Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepares the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Executive Director for approval	None	2 hours	GSS Personnel and Head of GSS
TOTAL:		None	1 hour, 15 minutes	

20. Emergency Repair/Service - Preparation of Request for Pre-Repair – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Executive Director for approval	None	2 hours	GSS Personnel and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	2 hours, 55 minutes	

21. Emergency Repair/Service – Preparation of Request for Pre-Repair – Vehicles

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Executive Director for approval	None	2 hours	GSS Personnel and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	2 hours, 55 minutes	

22. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1.1 GSS Personnel concerned receives the signed JO from the OED and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
	1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable.	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2.1 Receive the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformé and inform the same with payment details	None	15 minutes	GSS Personnel and Inspector Committee
3. No action required from client	3.1 Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and	None	15 minutes	GSS Personnel, Supply Officer, Chief, Admin./ Sup. Admin. Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submit it together with the Post-Repair Certificate for Post Inspection to the Inspection Committee			
4. No action required from client	<p>4.1 Prepare the Certificate of Emergency Repair (CER) of Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable.</p> <p>Otherwise, it will be endorsed to the GASSD Director</p>	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5.1 Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6.1 Files the Request for Pre-Repair, IAR, CER/CES, JO.	None	10	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

23. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment – Continued from Pre-Repair Inspection Form

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive the signed documents from the Chief of the Administrative Division and forwards the same to the GASSD Director.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.1 No action required from client	2.1 Receive the signed documents from the GASSD Director and forwards the same to the Finance Division for processing	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.2 No action required from client	2.2 File the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	1 hour, 15 minutes	

24. Emergency Repair/Service - Processing of Job Order and payment – Vehicle

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 GSS Personnel concerned receives the signed JO from the OED and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
1.2 No action required from client	1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable. Otherwise, it will be transmitted to the Finance Division for processing.	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2. Received the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformé and inform the same with payment details	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from client	3. Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and submit it together with the Post-Repair Certificate for Post Inspection to the Inspection Committee	None	15 minutes	GSS Personnel and Inspector Committee
4. No action required from client	4. Prepare the Certificate of Emergency Repair (CER) or Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable. Otherwise, it will be endorsed to the GASSD Director	None	15 minutes	GSS Personnel, Supply Officer, Head of GSS
5. No action required from client	5. Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. Files the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

25. Emergency Repair/Services - Processing of Job Order and payment – Building Facility

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form, Job Order (3 original copies)	WHERE TO SECURE Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1.1 GSS Personnel concerned receives the signed JO from the OED and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
	1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable. Otherwise, it will be transmitted to the Finance Division for processing.	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2. Received the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformation and inform the same with payment details	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from client	3. Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and submit it together with the Post-Repair Certificate for Post Inspection to the Inspection Committee	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. Prepare the Certificate of Emergency Repair (CER) of Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable. Otherwise, it will be endorsed to the GASSD Director	None	15 minutes	GSS Personnel, Supply Officer, Head of GSS
5. No action required from client	5. Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. File the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

26. Individual Performance Management – Performance Planning and Commitment

The Strategic Performance Management System (SPMS) is a mechanism that links employee performance with organizational performance to enhance the performance orientation of the compensation system. It ensures that the employee achieves the objectives set by the organization and the organization, on the other hand, achieves the objectives that it has set as its strategic plan.

During Performance Planning and Commitment, success indicators are determined. Success indicators are performance level yardsticks consisting of performance measures and performance targets. These shall serve as bases in the office's and individual employee's preparation of their performance contract and rating form.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Performance Commitment and Review Form (PCR) (1 original copy)	Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Discuss performance standards with his/her supervisor before the new semester begins	1.1 Discuss performance standards with concerned personnel based on established guidelines of the SPMS	None	2 days	Supervisor of Concerned Personnel
1.2 No action required from client	1.2 Guide the concerned personnel in the crafting of his/her performance commitment and review form	None	1 day	Supervisor of Concerned Personnel
2.1 Finalize performance commitment and review form, signs the same and then submits to his/her supervisor	2.1 Review the form and, if in order, signs the same. Otherwise, personnel concerned will make the necessary revisions – part of process restarts He/she submits the signed form to the HR for filing.	None	2 days	Supervisor of Concerned Personnel
2.1 No action required from client	2.2 File the form	None	1 day	Admin. Officer V
TOTAL:		None	6 days	

27. Individual Performance Management – Performance Review and Evaluation

This phase aims to assess both office's and individual employee's performance level based on performance targets and measures. Part of the individual employee's evaluation is the competency assessment vis-à-vis the competency requirements of the job. The assessment shall focus on the strengths, competency-related performance gaps and the opportunities to address these gaps, career paths, and alternatives.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Performance Commitment and Review Form (PCR) – with commitment portion signed by the personnel and approved by the Supervisor (1 original copy)	Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to his/her supervisor performance commitment and review form with commitment portion signed and approved	1.1 Review submitted performance commitment and review form, vis-à-vis performance standards and actual accomplishments	None	3 days	Supervisor of Concerned Personnel
1.2 No action required from client	1.2 Rate the concerned personnel using the performance commitment and review form and forwards to the same personnel	None	1 day	Supervisor of Concerned Personnel
2.1 Personnel discusses rating with supervisor	2.1 Discuss rating with concerned personnel and agrees on the same Supervisor forwards final rating next higher supervisor or director concerned for review and final rating.	None	3 days	Supervisor of Concerned Personnel
2.2 No action required from client	2.2 Review the rating and signs on the form if in order. Otherwise, he/she shall return the same form to the concerned supervisor.	None	3 day	Next higher supervisor/director
2.3 No action required from client	2.3 Receive and record accomplished performance commitment and review form	None	1 day	Admin. Assistant II
TOTAL:		None	11 days	

28. Issuance of Personnel-Related Documents

The HR issues documents requested both by current and former employees of the CDA. The documents include relevant information to the said clients' employment such as but not limited to: title of position, salary grade and other compensations, and period of employment.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Simple
Type of Transaction:	G2G and G2C
Who may avail:	<ol style="list-style-type: none"> 1. Appointed personnel at the CDA 2. Individuals who were recorded to have been appointed at the CDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request for Certification (form)(1 original copy) 2. Other documents relevant to the request (1 original copy and 1 photocopy) 	Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request for Certification form and submits to the HR concerned attaching all relevant documents.	1.1 Review the request and prepares or drafts the documents required. He/she submits the prepared document and the form to the HRMO	None	2 hours	Admin. Assistant II
1.2 No action required from client	1.2 Review the document and the form as submitted by the requesting individual. He/she shall inform the HRMA any revisions as applicable. Otherwise, he/she will sign the applicable portions in the document and return to the HRMA	None	1 hour	Admin. Officer V
2.2 Receive the document	2.2 Record the requests and files the pertinent documents produced.	None	1 day	Admin. Assistant II
TOTAL:		None	3 hours and 30 minutes	

29. Leave Administration

Leave Administration Services allows personnel at the CDA to utilize their entitled leave privileges. HR staff process the said entitlement timely, and ensures the same is compliant with existing laws covering leave administration for government personnel.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
CSC Form 6 - Application for Leave Form Employee Leave Ledger (2 original copies)	Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Accomplish employee details and leave details of the leave form and submits the same to the HR concerned	1.1 Accomplish the portion Certifying the Leave Balance of the personnel HR returns the form to the personnel	None	30 minutes	Admin. Assistant II
2.1 Submit leave form to supervisor for recommendation	2.2 Review request for leave. He/she discusses with personnel if leave cannot be recommended for approval. Otherwise, supervisor signs the recommending portion of the form and submits to approving officer	None	1 day	Supervisor concerned
2.2 No action required from client	2.2 Review request for leave. He/she discusses with personnel and personnel supervisor if leave cannot be recommended. Otherwise, approving officer signs the approval portion and returns the form to the HR for filing	None	1 day	Admin. Officer V
2.3 No action required from client	2.3 Update leave ledger and files the approved leave form. He/she prepares a copy should the personnel request one	None	30 minutes	Admin. Assistant II
TOTAL:		None	2 days and 30 minutes	

**30. Outside Purchase - Acceptance, Inspection and Distribution
(Above P 50,000.00 but not to exceed P 1,000,000.00)**

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	All CDA Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)		Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. Receive purchased supplies/materials from the supplier – checking the items versus the PO/ Delivery Receipt/Sales Invoice/Official Receipt	None	30 minutes	GSS Personnel/Supply Officer
2. No action required from client	2. Prepare the Inspection and Acceptance Report and Inspection Request for COA. -IAR to be signed by the Supply Officer and shall be forwarded to the Inspection Committee together with SI/DR/OR -IRC to be signed by GSS Head and shall be forwarded with PR, RFQ, RMR, PO, (NOA, if any), SI/DR/OR, IAR	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Forward the DV with required attachments to the Finance Section	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. Prepare the Requisition and issuance Slip of the respective unit(s)	None	1 hour	Supply Officer
5. No action required from client	5. Supply Officer prepares/sorts and issue the supplies/materials to respective unit(s)	None	2 hours	Supply Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	6. File the PR, RFQ, RMR, NOA, PO, IAR and IRC respectively	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	6 hours and 30 minutes	

**31. Outside Purchase - Canvassing and Posting
(below P 50,000.00)**

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished and Approved Purchase Request Request for Quotation approved by the BAC Chairperson	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. GSS Personnel concerned receives approved and signed Request for Quotation from BAC Chairperson with relevant attachments and endorses the same to the Supply Officer.	None	15 minutes	GSS Personnel concerned
2. No action required from client	2. Supply Officer facilitates the Request for Quotation of the requested items quotation.	None	7 days	Supply Officer
3. No action required from client	3. GSS Personnel Concerned receive, evaluate, consolidate the submitted quotations from suppliers for preparation of Result of Market Research.	None	2 days	GSS Personnel Concerned
4. No action required from client	4. Supply officer reviews Market Research Results with all pertinent documents submitted by prospective supplier. Document shall be forwarded to the Head of GSS for initial. The same shall be returned to GSS Personnel and Supply Officer for revision, if any.	None	1 day	Supply Officer and Chief, Admin./ Sup. Admin. Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Otherwise, it will be endorsed to BAC for signature			
TOTAL:		None	10 days, 15 minutes	

**32. Outside Purchase - Preparation of Request for Quotation for Regular Procurement
(Above P 50,000.00 but not to exceed P 1,000,000.00)**

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Purchase Request approved by the Executive Director.	1. Receive the approved PR and logs/records for PR number and forwards the document to the Supply Officer	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate requests – verify if within the Approved Annual Procurement Plan. -If not, seek the approval of the Executive Director, then the requested item be added to “List of Items to be included in the revision of APP” -Once approved, Bids and Awards Committee Resolution shall be prepared. He/she, then, gives further instruction to GSS Personnel concerned.	None	4 hours	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 hour/PR	Supply Officer
4. No action required from client	4. Monitor price of requested supplies/materials	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. Prepare Request for Quotation and submits to	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	<p>Supply Officer and Head of GSS for review</p> <p>6. Review the Request for Quotation. Document shall be returned to GSS Personnel for revision if applicable.</p> <p>Otherwise, it will be forwarded to BAC Chairperson.</p>	None	30 minutes	<p>Admin. Aide VI/ Admin. Aide IV</p> <p>Supply Officer and Chief, Admin./ Sup. Admin. Officer</p>
TOTAL:		None	6 hours and 30 minutes	

**33. Outside Purchase - Preparation of Request for Quotation for Regular Procurement
(below P 50,000.00)**

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Purchase Request approved by the Executive Director.	1 Receive the approved PR and logs/records for PR number and forwards the document to the Supply Officer	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate requests – verifies if within the Approved Annual Procurement Plan. -If not, seek the approval of the Executive Director. then the requested item shall be added to “List of Items to be included in the revision of APP” -Once approved, he/she, then, gives further instruction to GSS Personnel concerned.	None	4 hours for other requests	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 hour	Supply Officer/GSS Personnel
4. No action required from client	4. Monitor price of requested supplies/materials	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. Prepare Request for Quotation and submits	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	<p>to Supply Officer and Head of GSS for review</p> <p>6. Reviews the Request for Quotation. Document shall be returned to GSS Personnel for revision if applicable.</p> <p>Otherwise, it will be forwarded to BAC Chairperson.</p>	None	15 minutes	<p>Admin. Aide VI/ Admin. Aide IV</p> <p>Supply Officer and Chief, Admin./ Sup. Admin. Officer</p>
TOTAL:		None	6 hours, 30 minutes	

34. Preparation of Request for Pre-Repair – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Certificate of Emergency Repair (CER)/Certificate of Emergency Service (CES), DV and ORS and submit those to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable. Otherwise, it will be endorsed to the Administrative Division Chief.	None	2 hours	GSS Personnel, Supply Officer and Head of GSS
TOTAL:		None	2 hours, 55 minutes	

35. Procurement from Procurement Service (PS)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished and Approved Purchase Request, Agency Procurement Request, Voucher, Obligation Requisition Status (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved Purchase Request approved.	1.1 Receive the approved PR and logs/records – assigns PR number	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.2 No action required from client	1.2 Evaluate requests – verifies if within the Approved Procurement Plan. If not, include the requested item to the “List of Items to be included in the revision of APP”	None	30 minutes	Supply Officer
1.3 No action required from client	1.3 Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 day	Supply Officer
1.4 No action required from client	1.4 Monitor price of requested supplies/materials and its’ availability at Procurement Service website	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.5 No action required from client	1.5 Prepare the Agency Procurement Request and forwards it to Supply Officer for signature	None	1 day	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.6 No action required from client	1.6 Prepare the Disbursement Voucher	None	1 hour	Admin. Officer V/ Admin. Officer III/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7 No action required from client	<p>and Obligation Request and Status form (ORS)</p> <p>1.7 Supply Officer reviews the APR, DV and ORS. Document shall be returned to GSS Personnel for revision, if any.</p> <p>Otherwise, it will be endorsed to the requesting Unit for Division Chief's signature.</p>	None	30 minutes	<p>Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV</p> <p>Head of GSS</p>
2.1 Submit the approved and signed APR and DV	2.1 Forward the APR and DV to the Finance Division for processing - obligation request	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3.1 N/A (Finance Division shall return the approved and signed document to GSS)	3.1 Receive the processed documents from Finance Division and forwards to the Office of the Executive Director for signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4.1 N/A (Office of the Executive Director shall return the approved and signed document to GSS)	4.1 Receive the signed documents from the OED and return the same to the Finance Division for processing	None	5 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5.1 N/A (Finance Division shall forward the signed and processed documents to Cash Section for processing of payment thru LDDAP)	5.1 Receive the processed document from Cash Section.	None	5 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5.1 No action required from client	5.2 Payment details shall be forwarded to the Procurement Service with APR for confirmation of the paid	None	1 day	Supply Officer/GSS Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supplies/materials and schedule of delivery or pick up of ordered items			
	TOTAL:	None	4 days and 45 minutes	

36. Procurement from Procurement Service (PS) - Inspection and Issuance of Supplies and Materials

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. GSS Personnel concerned prepares Inspection and Acceptance Report form	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. GSS Personnel concerned shall inform the Inspection Committee to check the purchased supplies/materials	None	20 minutes	GSS Personnel concerned and Inspection Committee
3. No action required from client	3. GSS Personnel Concerned prepares Inspection Request for COA	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. GSS Personnel Concerned forwards the IRC to COA	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. GSS Personnel concerned returns the Voucher with complete attachments to Cash Section	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. Supply Officer/GSS personnel prepares Requisition and Issue Slip of the requesting unit(s)	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. No action required from client	7. Supply Officer/GSS personnel prepares/sorts supplies/materials to the requesting unit(s)	None	2 hours	Supply Officer/GSS Personnel
8. No action required from client	8 Files the APR, IAR, PR, Official Receipt, and RIS respectively	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	4 hours, 40 minutes	

37. Recruitment, Selection and Placement – Assumption to Duty of Candidate

Candidate's assumption to duty marks the first day of reporting to office. The HR shall ensure that he/she is accommodated through the proper onboarding procedure. Likewise, the HR shall ensure that all appointment documents relevant to the assumption to duty of the candidate are processed, signed and filed accordingly. The candidate shall be known henceforth as an appointed personnel.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Accommodate newly appointed personnel and orient with office policies as applicable	None	2 hours	Admin. Officer V
1.2 No action required from client	1.2 Secure all appointment documents (certificate of assumption to duty, Oath of Office, etc.)	None	2 hours	Admin. Assistant II
2.1 Orient newly appointed personnel with tasks and guide the same with all information and procedure relevant to duties and responsibilities	2.1 Provide assistance as applicable	None	1 hour	Admin. Aide IV
TOTAL:		None	5 hours	

38. Recruitment, Selection and Placement – conduct of HRMPSB Deliberation

The HRMPSB deliberation is conducted to assist the appointing officer/authority in the judicious and objective selection of candidates for appointment in the CDA in accordance with the approved Merit Selection Plan (MSP) of the Authority.

Office or Division:	CDA-Administrative Division – HR Section	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	Director of the unit where the Vacancy Exist	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Memo from the Executive Director to Proceed with the HRMPSB Deliberation for a position published within the last 6 months (1 original copy)		Office of the Executive Director – CDA – Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive approval from Exec. Dir. To proceed with the HRMPSB deliberation and informs the HR to schedule the same.	1.1 Communicate schedule of HRMPSB Deliberation to members.	None	2 hours	Admin. Asst. II
1.2 No action required from client	1.2 Inform concerned applicants of schedule of deliberation	None	2 days	Admin. Asst. II
1.3 No action required from client	1.3 Conduct deliberation.	None	1 day	HRMPSB
1.4 No action required from client	1.4 Prepare HRMPSB deliberation documents (e.g. minutes) and submits the same to the Director.	None	3 days	Admin. Officer V / Admin. Asst. II
2.1 Prepare endorsement to HO for appointment of applicants based on HRMPSB deliberation, and endorses the same to the HR.	2.1 Transmit the endorsement and results of HRMPSB deliberation to the Exec. Director.	None	1 day	Admin. Aide IV
2.2 No action required from client	2.1 Include the results and endorsement for agenda of next Board Meeting	None	3 days (considering transmittal period from RO)	Admin. Officer V
TOTAL:		None	10 days and 2 hours	

39. Recruitment, Selection and Placement – Notification to Candidate for Appointment

Timely notification to candidates for appointment ensures that said candidates immediately comply with documentary requirements. This will also give ample time for the HRMO to review the submitted preemployment requirements and address any concerns that may arise therein.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Approved Board Resolution instructing to appoint (1 original copy)	Office of the Executive Director – CDA – Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive Board Resolution approving the hiring of candidate and endorses the same to the HR concerned	1.1 Notify applicant of favorable outcome of application	None	2 hours	Admin. Officer V And Admin. Assistant II
1.2 No client required from client	1.2 Prepare draft of all applicable appointment documents and transmit the same to the Director for comments/feedback.	None	2 hours	Admin Aide IV
TOTAL:		None	4 hours	

40. Recruitment, Selection and Placement - Processing of Personnel Requisition Form

The Processing of Personnel Requisition Form (PRF) allows appropriate review, documentation, endorsement and all other relevant actions for all requests to fill up vacant permanent positions at the CDA. By using the PRF, all details relevant to the position to be filled up like complete title, monthly salary and minimum qualifications are also outlined. This will serve as the basis for preceding steps of recruitment, selection and placement.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> Personnel Requisition Form (1 original copy) Cover Memo for Transmittal addressed to the Executive Director (1 original copy) 	Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inform HR of the need to fill up the vacant position	1.1 Review plantilla and confirms vacancy	None	15 minutes	Admin. Officer V And Admin. Assistant II
1.2 No action required from client	1.2 Accomplish PRF with the following: - Position Title - Item No. - SG and Level - Department/Division - Place of Work - Qualification Standard HR signs the verification portion and endorses the form to Finance	None	2 hours	Admin. Officer V And Admin. Assistant II
1.3 No action required from client	1.3 Confirm availability of fund. Finance staff signs the verification portion and transmits the form to the HR.	None	2 hours	Chief, Finance Div./Admin. Officer V
1.4 No action required from client	1.4 Submit accomplished form to Director concerned and advises to prepare cover memo for transmittal	None	15 minutes	Admin. Officer V And Admin. Assistant II
2.1 Sign the endorsement portion of the PRF and the	2.1 Transmit the PRF with the cover Memo and takes note of the date it was sent.	None	1 hour	Admin. Officer V And Admin. Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
cover memo for the transmittal. He/she endorses the PRF and the memo to the HR concerned				
TOTAL:		None	5 hours and 30 minutes	

41. Recruitment, Selection and Placement – Publication and Preliminary Evaluation of Applicants

1. Publication of vacant positions at the CDA ensures the Authority's compliance to applicable Civil Service Commission rules on Publication. Publication also ensures that all interested and qualified applicants are given the opportunity to review the position details and the documentary requirements, and to submit their application.
2. The Preliminary Evaluation of applicants is conducted to ensure only those who are able to meet the minimum qualifications are able to proceed with the next step of hiring process.

Office or Division:	CDA-Administrative Division – HR Section
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Approved Personnel Requisition Form (1 original copy) 2. List of qualified applicants for interview (2 photocopies) 	Office of the Executive Director – CDA – Head Office Administrative Division – HR Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive the approved the Personnel Requisition Form and endorses the same to the HR.	1.1 Draft publication material.	None	1 day	Admin. Assistant II
1.2 No action required from client	1.2 Transmit publication documents to the CSC and posts the same in all applicable channels.	None	10 days	Admin. Officer V
1.3 No action required from client	1.3 Process all applicants received and conducts preliminary shortlisting based on applicant credentials vis-a-vi minimum qualifications.	None	3 days	Admin. Officer V And Admin. Assistant II
1.4 No action required from client	1.4 Administer applicable examinations and transmits results to concerned director.	None	3 days	Admin. Officer V And Admin. Assistant II
2.1 Receive list of qualified applicants for interview and memo request to Exec. Director for HRMPSB Deliberation.	2.1 Transmit memo to HO Exec. Director and takes note of the date.	None	1 day	Admin. Officer V And Admin. Assistant II
TOTAL:		None	18 days	



HEAD OFFICE

External Services

42. Issuance of Certificate of Compliance of a CSF Cooperative
Original Issuance of Certificate of Compliance (for newly registered CSF Cooperatives)

The Certificate of Compliance (COC) refers to the document issued to all cooperatives after compliance with the rules of the Authority. A COC shall be issued to a CSF Cooperative once a year and can be used for any of the following purposes:

1. To affirm the CSF Cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, RA 10744, and its IRR.
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulation Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA7160 (Local Government Code of 1991); and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-CSF Department-Inspection and Examination Division (IED)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	CSF Cooperative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Copy of CDA Certificate of Registration (COR) 2. Certification Fee of One Hundred Pesos (Php100.00) 3. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy. 		<p align="center">Registration Division, CDA – Head Office</p> <p align="center">To be provided by Client</p> <p align="center">Inspection and Examination Division, CDA – Head Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secures a copy of the COC	1.1 Requests a copy of the COR from the Registration Division. Upon receipt of a copy of COR, records the information in the logbook.	None	15 minutes	CDS I – IED
1.2 No action required from client.	1.2 Prints original and duplicate copy of COC	None	15 minutes	CDS I
1.3 No action required from client.	1.3 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Chief of Division
1.4 No action required from client.	1.4 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Director
1.5 No action required from client.	1.5 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	1 hour	Executive Director

1.6 No action required from client.	1.6 Approves and signs the COC	None	1 hour	Chairperson
1.7 No action required from client.	1.7 Notifies the client, prepares and forwards the SOA to the Accounting Division for the issuance of Order of Payment	None	30 minutes	CDS I – IED
2.1 Pays certification fee	2.1 Receives payment from client and issues the Official Receipt to Client	Certification Fee Php 100	15 minutes	Cashier
3.1 Submits a copy of the Official Receipt to IED	3.1 Issues COC to client or forwards the COC to the Records Section for mailing and writes the OR No. at the back of the duplicate copy of the COC	None	15 minutes	CDS I
3.2. Upon request for a certified true copy of the Certificate of Compliance (COC), Client pays a fee of Php 10 per copy.	3.2 Photocopies the COC	Php 10 per copy	10 minutes	CDS I
3.3. No action required from client	3.3 Stamps the photocopy as certified true copy	None	5 minutes	CDS I
3.4 No action required from client	3.4 Signs the certified true copy of the COC	None	10 minutes	Chief of Division
3.5 No action required from client	3.5 Issues the certified true copy of the COC to the Client	None	5 minutes	CDS I
TOTAL:		Certification Fee Php 100 Fee for Certified True Copy of COC Php 10 per copy	4 hours and 30 minutes	

**43. Issuance of Certificate of Compliance of a CSF Cooperative
Renewal of Certificate of Compliance (COC)**

The Certificate of Compliance (COC) refers to the document issued to all cooperatives after compliance with the rules of the Authority. A COC shall be issued to a CSF Cooperative once a year and can be used for any of the following purposes:

1. To affirm the CSF Cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, RA 10744, and its IRR.
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulation Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA7160 (Local Government Code of 1991); and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-CSF Department-Inspection and Examination Division (IED)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	CSF Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CSF Cooperatives with less than one year of business operations from the date of registration shall be required to submit only the following:</p> <ol style="list-style-type: none"> a. Three (3) original copies of the electronically encoded Cooperative Annual Progress Report (CAPR) for CSF Cooperatives; and b. Three (3) original copies of the Financial Status Reports signed by the Audit Committee and Chairperson of the cooperative: <ol style="list-style-type: none"> i. Statement of Financial Condition (Annex A) ii. Statement of Operations (Annex B) c. Certification Fee of Php100.00 d. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy. <p>In case of discrepancies of entries between the CAPR and Financial Status Reports, the one (1) original and two (2) photocopies of the following documents will be required:</p> <ol style="list-style-type: none"> a. Bank statements b. Investment schedule c. Surety agreement 	<ol style="list-style-type: none"> a. CAPR Form for CSF Cooperatives can be downloaded from the CDA Website. b. To be prepared by Client c. To be prepared by Client d. To be prepared by Client <p>To be prepared by Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CSF Cooperatives with more than one year of business operations from the date of registration shall be required to submit the following:</p> <p>a. Three (3) original copies of the electronically encoded Cooperative Annual Progress Report (CAPR) with the following attachments:</p> <ul style="list-style-type: none"> • Social Audit Report; • Governance and Management Audit Report (GMAR), including copies of the semi-annual Report on mediation and conciliation as received by the Authority; • Financial Statements audited by a CDA-accredited External Auditor; • List of Officers and Mandatory Trainings Undertaken / Completed; and <p>b. Certification fee of Php 100.00</p> <p>c. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy.</p> <p>In case of discrepancies of entries between the CAPR and AFS, the one (1) original and two (2) photocopies of the following documents will be required:</p> <p>a. Bank statements b. Investment schedule c. Surety agreement</p>	<p>a. CAPR Form for CSF Cooperatives can be downloaded from the CDA Website.</p> <ul style="list-style-type: none"> • Social Audit Report Form for CSF Cooperatives can be downloaded from the CDA website. • GMAR Form for CSF Cooperatives can be downloaded from the CDA website. • To be prepared by Client • List of Officers and Mandatory Trainings Undertaken / Completed Form can be downloaded from the CDA website. <p>b. To be prepared by Client</p> <p>c. To be prepared by Client</p> <p>To be prepared by Client</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits all required documents to the IED	1.1 Checks the completeness of the documents per checklist and issues acknowledgement receipt	None	20 minutes	CDS I – IED
1.2 No action required from client	1.2 Records the submitted documents in the logbook	None	10 minutes	CDS I – IED
1.3 No action required from client	1.3 Evaluates the submitted documents	None	8 hours	Senior CDS – IED

1.4 No action required from client	1.4 Reviews/discusses evaluation and recommends the issuance of COC	None	8 hours	Supervising CDS
1.5 No action required from client	1.5 Reviews and validates recommendation	None	8 hours	Chief – IED
1.6 No action required from client	1.6 Conducts final review of the recommendation/evaluation	None	8 hours	Department Director
1.7 No action required from client	1.7 Prints original and duplicate copy of COC	None	15 minutes	CDS I
1.8 No action required from client	1.8 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Chief – IED
1.9 No action required from client	1.9 Reviews printed COC and affixes initial on the duplicate copy of COC	None	15 minutes	Department Director
1.10 No action required from client	1.10 Reviews printed COC and affixes initial on the duplicate copy of the COC	None	1 hour	Executive Director
1.11 No action required from client	1.11 Approves and signs the COC	None	1 hour	Chairperson
1.12 No action required from client	1.12 Notifies the client, and prepares and forwards the SOA to the Accounting Division for the issuance of Order of Payment	None	30 minutes	CDS I - IED
2.1 Pay certification fee	2.1 Receives payment from client and issues the Official Receipt to Client	Certification Fee Php 100	15 minutes	Cashier
3.1 Submit a copy of the Official Receipt to IED	3.1 Issues COC to client or forwards the COC to the Records Section for mailing and writes the OR No. at the back of the duplicate copy of the COC	None	15 minutes	CDS I

3.2. Upon request for a certified true copy of the Certificate of Compliance (COC), Client pays a fee of Php 10 per copy.	3.2 Photocopies the COC	Php 10 per copy	10 minutes	CDS I
3.3 No action required from client	3.3. Stamps the photocopy as certified true copy	None	5 minutes	CDS I
3.4 No action required from client	3.4 Signs the certified true copy of the COC	None	10 minutes	Chief of Division
3.5 No action required from client	3.5 Issues the certified true copy of the COC to the Client	None	5 minutes	CDS I
TOTAL:		Certification Fee Php 100 Fee for Certified True Copy of COC Php 10 per copy	4 Days, 4 hours and 45 minutes	

44. Provision of Cooperative Statistics and Other Cooperative Information

The Agency cooperative statistics are processed cooperative data generated from various Information Systems developed and maintained by CDA which includes: Cooperative Registration Information System (COOPRIS), Cooperative Annual Progress Report Information System and, Cooperative Audited Financial Statement Information System.

It is used for:

1. Research;
2. Basis for reporting;
3. Management tool for development and regulatory policy and decision making; and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-Planning Division	
Classification:	Highly Technical	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Public, Stakeholder	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Data Request Form/Letter (1 original copy, 1 receiving copy) 2. Approved Request (1 original copy, 1 receiving copy) 		Planning Division/Section, CDA – Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit data request form/letter to CDA	1.1 Receiving of Data Request Form CDA-PD-FR-003/Letter	None	15 minutes	Receiving Staff
1.2 No action required from client	1.2 Records should forward the request to OED	None	15 minutes	Records staff
1.3 No action required from client	1.3 Reviews and approves the request	None	15 minutes	Exec. Director
2.1 No action required from client	2.1 Forwards the approved request to the Statistician	None	30 minutes	OED staff
3.1 No action required from client	3.1 Processes the request using the Agency Information Systems	None	12 days	Statistician
3.2 No action required from client	3.2 Generates requested information from existing systems	None	3 days	Statistician
4.1 No action required from client	4.1 Release statistics/information to requesting party; or	None	5 minutes	Releasing staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client	4.2 Emails statistics/ information to requesting party	None	10 minutes	Statistician
TOTAL:			15 Days, 1 Hour & 30 Minutes (from 18 days)	

45. Review of legislative proposals or bills for comments and opinion

Study and review of legislative proposals, including preparation of position papers.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Congress and its Committees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Written request for review of the legislative bill together with a copy of the proposed bill 1 original copy (or 1 e-copy sent through an official email)	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip / request for review of the legislative bill together with a copy of the proposed bill.	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and draft position paper	None	16 days	Attorney III
4. No action required from client	4. Review position paper	None	1 day	Chief, Legal Division / Director for Legal, Registration and Regulation Department
5. No action required from client	5. Approve position paper	None	1 day	Chairman / Executive Director
6. No action required from client	6. Release position paper	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	

46. Review of Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party

Studies, evaluates and reviews Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party and recommend appropriate action towards the ratification of the contract.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G, G2B, G2C
Who may avail:	Department or Division of the Authority
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 original copy (or 1 e-copy sent through an official email)	Legal Division
1. Routing Slip/ Memorandum for Department or Division of the Authority and request form for the Suppliers, Contractors, Duly Registered Cooperative	
2. Copy of the Contract for review	
3. Pertinent Documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip / memorandum / request form together with the copy of the Contract	1.1 Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and drafting of recommendation	None	16 days	Attorney III
4. No action required from client	4. Review recommendation	None	1 day	Chief, Legal Division / Director for Legal, Registration and Regulation Department
5. No action required from client	5. Approve recommendation	None	1 day	Executive Director
6. No action required from client	6. Release recommendation	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	

47. Written Legal Opinion / Advice for External Clients

Rendition of legal opinion / advice sought by external clients on matters/issues relative to the Cooperative and the members of the cooperative.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Duly Registered Cooperatives or their Members
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Form 2. Pertinent documents such as proof of Claims and proof of membership	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form and submit pertinent documents	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request for legal opinion and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and Draft Legal opinion	None	16 days	Attorney III
4. No action required from client	4. Review drafted Legal opinion	None	1 day	Chief, Legal Division / Director for Legal, Registration and Regulation Department
5. No action required from client	5. Approval of the drafted Legal opinion	None	1 day	Executive Director
6. No action required from client	6. Release of the approved Legal opinion	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	



HEAD OFFICE

Internal Services

48. Conduct of ICT Preventive Maintenance for Identified Hardware Parts that Need to be Replaced and/or Software Licenses Procured through GSS

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	20 days	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers - feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	20 days and 10 minutes	

49. Conduct of ICT Preventive Maintenance for Identified Software Issue

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers - feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	2 hours and 2 minutes	

50. Conduct of ICT Preventive Maintenance for Slight Hardware Issue

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA-Management Information Systems Unit	
Classification:	Highly Technical	
Type of Transaction:	G2G	
Who may avail:	Any Personnel in the Authority	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)		Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	5 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers - feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	5 hours and 10 minutes	

51. Conduct of ICT Website Maintenance – Posting of Long Unformatted Articles

Description: This procedure ensures that all information uploaded to CDA websites are updated and informative. This will also ensure that CDA website are securely accessible 24/7.

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 original copy)	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 and submit to MIS with OED Approved clearance for posting the articles	1.1 Post articles	None	4 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	4 hours	

52. Conduct of ICT Website Maintenance – Posting of Short Articles

Description: This procedure ensures that all information uploaded to CDA websites are updated and informative. This will also ensure that CDA website are securely accessible 24/7.

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 original copy)	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 and submit to MIS with OED Approved clearance for posting the articles	1.1 Post articles	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	30 minutes	

53. E-File/Virtual Files Backup and Restoration with Identified Issues

This procedure is to provide assistance in the archiving, retrieving and restoring of virtual files or the e-files backup which is part of the Disaster Recovery Plan (DRP).

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017 (1 original copy))	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the coded eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017	1.1 Check the condition of the ICT Machinery and equipment where data files/e-files is to be restored	None	1 day	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.2 No action required from client	1.2 Search and locate e-files for restoration	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.3 No action required from client	1.3 Restore e-files	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers - feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	1 day, 2 hours and 30 minutes	

54. E-File/Virtual Files Backup and Restoration with no Identified Issues

This procedure is to provide assistance in the archiving, retrieving and restoring of virtual files or the e-files backup which is part of the Disaster Recovery Plan (DRP).

Office or Division:	CDA-Management Information Systems Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017 (1 original copy))	Management Information System Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the coded eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017)	1.1 Check the condition of the ICT Machinery and equipment where data files/e-files is to be restored	None	20 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.2 No action required from client	1.2 Search and locate e-files for restoration	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.3 No action required from client	1.3 Restore e-files	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2.1 Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers - feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	3 hours	

55. Written Legal Opinion / Advice for Internal Clients

Rendition of legal opinion / advice sought by the different Department and/ or Division of the Authority in the formulation, promulgation, interpretation and implementation of policies, rules and regulations governing the internal operations and activities of the Authority including matters/issues arising from or relating to the discharge of their respective regulatory/supervisory functions.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Department or Division of the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Routing Slip / Memorandum 1 original copy (or 1 e-copy sent through an official email) 2. Pertinent Documents 1 original copy (or 1 e-copy sent through an official email) 	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip or memorandum together with the pertinent documents	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request for legal opinion and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and Draft Legal opinion	None	16 days	Attorney III
4. No action required from client	4. Review drafted Legal opinion	None	1 day	Chief, Legal Division
5. No action required from client	5. Approve drafted Legal opinion	None	1 day	Director for Legal, Registration and Regulation Department
6. No action required from client	6. Release approved Legal opinion	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	



REGIONAL OFFICES

External Services

56. Conduct of Pre-Registration Seminar (PRS)

The Pre-Registration Seminar is conducted to prospective members of would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

Office or Division:	CDA Regional Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Prospective Cooperatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not applicable	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend scheduled PRS	1.1 Conduct PRS	None	1 day	Authorized staff
2. No action required from client	2.1 Submit the list of participants to the Regional Office	None	30 minutes	Authorized staff
3. No action required from client	3.1 Print Certificate of Completion and Certificate of Attendance to PRS	None	1 hour and 30 minutes	CDS II, CRITS
4. No action required from client	4.1 Sign the Certificates	None	30 minutes	SR. CDS, CRITS; RO Director
5. No action required from client	5.1 Inform client of availability of Certificates	None	10 minutes	CDS II, CRITS
6. Receives Certificate of Attendance	6.1 Log/Record receipt of Certificate by client	None	10 minutes	CDS II, CRITS
7. Attend scheduled PRS	7.1 Conducts PRS	None	1 day	Authorized staff
TOTAL:		None	2 days, 2 hours and 50 minutes	

57. Processing of Request for the Conduct of Pre-Registration Seminar (PRS)

The Pre-Registration Seminar is conducted to prospective members of would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

Office or Division:	CDA Regional Office	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	Prospective Client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Request two (2) certified true copies		Client

I. FOR PRS WITH LETTER REQUEST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the CDA Regional /Field Office	1.1 Receive the letter request of PRS and forwards to the Regional Office Director	None	10 minutes	Receiving Clerk; CDS II (Field Office)
2. No action required from client	2.1 Approve request, and authorize the staff to conduct PRS through a Special Order	None	10 minutes	Regional Office Director
3. No action required from client	3.1 Informs the authorized staff	None	5 minutes	SR. CDS, CRITS
4. No action required from client	4.1 Coordinates schedule with Client	None	1 hour	Authorized staff
TOTAL:		None	1 hour and 25 minutes	

II. FOR SCHEDULED PRS at the Regional or Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1.1 Issue notice to the public of the Schedule of PRS in the CDA field Office and Regional Office	None	15 minutes	CDS II, CRITS
2. Inform the CDA of his/her interest to attend PRS	2.1 List down the names of the participants who confirm participation ³	None	10 minutes	CDS II, CRITS
	2.2 Inform the client of his/her inclusion in the scheduled PRS	None	1 hour	

³ Participants who could not be accommodated in the scheduled PRS will be included in the next scheduled PRS.

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from the client	3.1 Identify/approve authorized personnel/team to conduct PRS through special order	None	1 hour	Director
TOTAL:		None	2 hour and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to Send Feedback	<p>Accomplish the Client Satisfaction Survey form available at the Officer of the Day Public Assistance and Complaint Desk. Drop the accomplished form at the designated drop box in the same area.</p> <p>Contact info: (02) 8725-3764 or helpdesk@cda.gov.ph</p>
How feedback is processed	<p>Every Friday, the Officer of the Day collates all accomplished surveys in the drop box, and organizes email complaints/feedback sent to the helpdesk email. He/she then forwards the consolidated details to the Planning Division for coordination with the service units concerned based on the nature of the complaint. Acknowledgement of the feedback is sent within 2-3 working days, and appropriate action is taken by the authority henceforth.</p> <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
How to file a complaint	<p>Complaint can be filed through the following:</p> <ul style="list-style-type: none"> - Using the Client Satisfaction Survey Form - Writing a formal letter addressed to the Chairperson of the CDA - Calling the Officer of Day Public Assistance and Complaint Desk hotline - Sending an email to the helpdesk@cda.gov.ph <p>The following information must be provided relevant to the complaint:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence - Name of complainant - Date of transaction <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
How complaints are being processed	<p>Upon receipt of the complaint, the CDA personnel receiving the complaint will immediately coordinate with the Planning Division and the Administrative Division who will take appropriate action on the complaint. Acknowledgement shall be sent by the service unit concerned within 2-3 working days of receipt of the said complaint.</p> <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
Contact information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> - 8888 – Presidential Complaints Center - 0908-8816565 - CSC Contact Center ng Bayan - 478-5093 - Anti-Red Tape Authority

LIST OF OFFICES

Head Office

Address: 827 Aurora Blvd., Service Road, Brgy. Immaculate Conception
Cubao, 1111 Quezon City, Philippines

Unit	Email Address	Tel. No.
Office of the Chairman	chairman@cda.gov.ph	(02) 8721-5325/(02) 8721-5324
Office of the Executive Director	oed@cda.gov.ph	(02) 8725-6450/(02) 8721-5323
Legal, Registration and Regulation Department (LRRD)	lrrd@cda.gov.ph	(02) 8725-8536
Registration Division	registration@cda.gov.ph	(02) 8725-5510
Legal Division	legal@cda.gov.ph	(02) 8725-8536
Regulation Division	regulation@cda.gov.ph	(02) 8725-8536
Institutional Development Department (IDD)	idd@cda.gov.ph	(02) 8725-2107
Cooperative Research Information and Training Division (CRITD)	critd@cda.gov.ph	(02) 8725-6604
Cooperative Project and Development Assistance Division (CPDAD)	cpdad@cda.gov.ph	(02) 8727-6735
Credit Surety Fund (CSF) Department	csf@cda.gov.ph	
Inspection and Examination Division	csf@cda.gov.ph	
Technical Assistance Division	csf@cda.gov.ph	
Planning Division	planning@cda.gov.ph	(02) 8726-2814
Finance Division	finance@cda.gov.ph	(02) 8721-5328
Administrative Division	records@cda.gov.ph	(02) 8721-5327
Officer of the Day	helpdesk@cda.gov.ph	(02) 8725-3764

Regional Offices

Unit	Address
CAR REGIONAL OFFICE	3/F EDNCP BLDG., 358 MAGSAYSAY AVENUE, 2600 BAGUIO CITY
CDA CARAGA REGIONAL OFFICE	3/F BALEBRIA BLDG., PILI DRIVE 8600 BUTUAN CITY
CDA NCR OFFICE	LOWER GROUND FLOOR, EDSA GRAND RESIDENCES, 75 CORREGIDOR ST., CORNER EDSA, BAGO BANTAY, BARANGAY MAGSAYSAY, QUEZON CITY 1105
CDA REGIONAL OFFICE I	3/F SIAPNO BLDG., PEREZ BLVD., 2400 DAGUPAN CITY
CDA REGIONAL OFFICE II	NO. 7 DALAN NA PAGAYAYA CORNER, PUVVURULUN, REGIONAL GOVERNMENT CENTER, CARIG SUR, 3005 TUGUEGARAO CITY, CAGAYAN
CDA REGIONAL OFFICE III	MALIKHAIN ST. COR MAHUSAY ST., DIOSDADO, MACAPAGAL GOVERNMENT CENTER, BARANGAY MAIMPIS, CITY OF SAN FERNANDO, 2000 PAMPANGA
CDA CALABARZON REGIONAL OFFICE	2/F HECTAN PENTHOUSE BLDG., BRGY. HALANG, CALAMBA CITY, LAGUNA
CDA MIMAROPA REGIONAL OFFICE	2/F FLOOR SANTES BLDG., NATIONAL HIGHWAY, BRGY. BAYANIHAN I, CALAPAN CITY, ORIENTAL MINDORO
CDA REGIONAL OFFICE V	CIVIC CENTER COMPUND, DAYANGDANG, NAGA CITY (MARIA CRISTINA ST., CORNER MAYON AVE. EXTENSION, NAGA CITY
CDA REGIONAL OFFICE VI	92 VALENCIA STREET, 5003 LEGANES, ILOILO
CDA REGIONAL OFFICE VII	M. VELEZ STREET, CEBU CITY
CDA REGIONAL OFFICE VIII	NEW BUS TERMINAL COMPOUND, BRGY. 91, ABUCAY, 6500 TACLOBAN CITY
CDA REGIONAL OFFICE IX	2/F, BANCE BLDG., URRO ST., SAN JOSE DISTRICT, 7016 PAGADIAN CITY
CDA REGIONAL OFFICE X	MACAPAGAL DRIVE-CROSSING CANITOAN, ZONE 2, BARANGAY CANITOAN, 9000 CAGAYAN DE ORO CITY
CDA REGIONAL OFFICE XI	2/F G.B. CAM BLDG., MONTEVERDE AVENUE 8000 DAVAO CITY
CDA REGIONAL OFFICE XII	CHRLDC BUILDING, APO SANDAWA HOMES III 9400 KIDAPAWAN CITY, COTABATO