



# LIVELIHOOD AND COOPERATIVE DEVELOPMENT OFFICE

## CITIZEN'S CHARTER

2023 (3rd Edition)



- I. **Mandate:** City Ordinance No. 50 Series of 2005 created the City Livelihood and Cooperative Development Office with the mandate of developing and implementing plans and strategies for promoting sustainable livelihood in Olongapo City.
  
- II. **Vision:** Envision the community to develop their abilities to achieve financial independence.
  
- III. **Mission:** To promote and provide sustainable livelihood programs in Olongapo City that will improve the quality of life of its citizenry.



#### **IV. Service Pledge:**

We commit to:

1. Design, develop and provide free livelihood trainings for target communities to develop skills and capacities for livelihood strategies and viable option for income.
2. Provide livelihood programs to the shelters and rehabilitation centers to support them for their therapeutic programme of recovery.
3. Prepare plans for effective execution of the project activities related to livelihood programs and to disaster resilience as stipulated in the project document which includes but not limited to skills, practices and capacities, to manage resources and skills particularly of poor and vulnerable, and institutional strengthening to increase the resilience of the target communities to different hazards and disaster.
4. Organize livelihood groups such as Olongapo's Best that will produce/ manufacture products by which the city can be known for.
5. Conduct various business-related seminars and trade fairs to further strengthen the capabilities of Olongapo's Best beneficiaries. (local entrepreneurs)
6. To establish cooperative development that will benefit its members.
7. Provide technical assistance in terms of education and training of existing and newly organized cooperatives.
8. Coordinate with other government agencies concerned in formulating plans and programs for the development of cooperatives and livelihood in the city.



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# **Livelihood and Cooperative Development Office**

## **External Service**



## A. Livelihood Training

1. Assistance and provision of data/information for clients regarding the training schedule

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangay of Olongapo City/ NGOs/ CSO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Log Book Feedback Form		LCDO LCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Assistance Desk	Give the Log Book to the Client	none	1 min	LCDO staff
2. Inquire about the City Livelihood Programs	Provide clear, specific information, professional and friendly service	none	5 mins	LCDO staff
3. Fill-up client feedback form	Give client feedback form	none	2 mins	LCDO staff
<b>TOTAL</b>		none	8 mins	

Handling front office reception and administration duties, including greeting clients, answering phones, handling office inquiries, and sorting and distributing communication.



2. Receiving of documents/ training request addressed to the LCDO Officer-in-Charge.

Handling the request for training and coordinate with the clients for the schedule and approval.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangay of Olongapo City/ NGOs/ CSO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requestor		
Project Proposal		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the Mayor's Office copy furnished to Livelihood and Cooperative Development Office	2. Receive the request letter and confirm approval at the earliest time.	none	10 mins	LCDO staff
	<b>TOTAL</b>	none	10 mins	





3. Acceptance of applicants for the training program

Approval of the client's training request/ proposal.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangay of Olongapo City/ NGOs/ CSO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requestor		
Endorsement Letter		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit necessary requirements	1. LCDO informs the registrants of the training schedule.	none	5 mins	LCDO staff
	2.LCDO conduct a briefing to the clients about the training/seminar		5 mins	LCDO staff
	<b>TOTAL</b>	none	10 mins	



#### 4. Conduct of Skills Training and Livelihood Seminars

Conduct of skills training and seminars at the Livelihood Training Center;  
17 barangays; Private establishment; within Olongapo City

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangay of Olongapo City/ NGOs/ CSO			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Attend the training/ seminar	Conduct of the training/ seminar proper	none	Basic training 1-10 days  Training lead to NC II 40 - 55 days	LCDO trainers
	<b>TOTAL</b>	none	1- 55 days	



## 5. Issuance of Certificate of Training

Issuance of Certificate of Training upon completion of the training program.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	LCDO training participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Learner's Profile		LCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Attend the LCDO commencement exercise	Distribution of certificate of training	none	2 hours	LCDO staff
	<b>TOTAL</b>	none	2 hours	



6. Assistance to the clients to tract documents pertinent to request.

Assistance to the trainees requesting for training certificate (unclaimed) and other documents.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	LCDO training participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Learner's Profile		LCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for certificate of training (unclaimed) and other documents	Check the learner's profile	none	5-10 mins	LCDO staff
	<b>TOTAL</b>	none	5-10 mins	



7. Assistance to the trainees for livelihood opportunities and employment

Assessment of trainees for possible employment and livelihood opportunities

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	LCDO training participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request assistance for employment and livelihood opportunities	1.Assess the trainee's qualification	none	30 mins	LCDO staff
	2.Provide the assistance needed (if applicable)		1 day	LCDO staff
	<b>TOTAL</b>	none	1 day	

## B. Olongapo's Best Entrepreneurship Program



1. Assistance and provision of data/information for clients regarding the entrepreneurship program

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangays of Olongapo City/ MSMEs/ local entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Log Book Feedback Form		LCDO LCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Assistance Desk	Give the Log Book to the Client	none	1 min	LCDO staff
2. Inquire about the Entrepreneurship Program	Provide clear, specific information, professional and friendly service	none	5 mins	LCDO staff
3. Fill-up client feedback form	Give client feedback form	none	2 mins	LCDO staff
	<b>TOTAL</b>	none	8 mins	

Handling **front office reception** and administration **duties**, including greeting clients, answering phones, handling office inquiries, and sorting and distributing communication.



## 2. Acceptance of applicants for product presentation

Evaluation of the client's product presentation to properly endorse the item/s for marketing, promotion and trade fairs.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangays of Olongapo City/ MSMEs/ local entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hard copy of Product Description		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit necessary requirements;  Hard copy of Product Description	1. Review the submitted requirement/s.	none	10 mins	LCDO staff
2.Present the product	1.Take time to hear and understand the product presented	none	20 min	LCDO staff
	2.Ask questions if necessary to further analyze the product	none	20 mins	LCDO staff
	3.Discuss the product with the client	none	20 mins	LCDO staff
	<b>TOTAL</b>		70 mins	



3. Assistance and provision to the clients for possible income generating activities.

Promotion and Marketing of the local products.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	17 barangays of Olongapo City/ MSMEs/ local entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request assistance for locally made product	1. Provide list of successful beneficiaries.	none	10 mins	LCDO staff
	2. Facilitate seminars for product development and business management if necessary.	none	2 hours	
	3.Include the beneficiaries' local product for promotion and marketing.	none	1-30 days	LCDO staff
	2.Engage in different promotion and marketing activities.	none	1-7 days	LCDO staff
	<b>TOTAL</b>		2-30 days	





## C. Cooperative Development

1. Assistance and provision of data/information for clients regarding the cooperative concerns

Handling **front office reception** and administration **duties**, including greeting clients, answering phones, handling office inquiries, and sorting and distributing communication.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	Cooperative; NGO/ Association who wants to form a cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Log Book Feedback Form		LCDO LCDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Assistance Desk	Give the Log Book to the Client	none	1 min	LCDO staff
2. Inquire about the Cooperative concerns	Provide clear, specific information, professional and friendly service	none	5 mins	LCDO staff
3. Fill-up client feedback form	Give client feedback form	none	2 mins	LCDO staff
<b>TOTAL</b>		none	8 mins	



2.Receiving of documents addressed to the LCDO Officer-in-charge / OCCDC Secretariat.

Receiving of documents to properly review, sort, and distribute communication relative to cooperative policy and bylaws

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	Cooperative; NGO/ Association who wants to form a cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requestor		
Endorsement Letter		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit endorsement letter and/or other documents	2. Receive the endorsement letter and/or other documents.	none	5 mins	LCDO staff
	<b>TOTAL</b>	none	5 mins	



3. Assistance to cooperative pertinent to request / concerns.

Addressing cooperative concerns.

<b>Office or Division:</b>	Livelihood and Cooperative Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – government to public			
<b>Who may avail:</b>	Cooperative; NGO/ Association who wants to form a cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If Cooperative:				
CDA REGISTRATION		Primary Cooperative Office		
If NGO / Association				
Certificate of Accreditation (1 photocopy)		Sangguniang Panlungsod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for cooperative concerns.	1. Interview the client to assist what are the specific assistance needed.	none	10 mins	LCDO staff
	2. Document the discussion.	none	10 mins	LCDO staff
	3. Address the request/ concern to properly resolve the issue. Endorse if necessary.	none	1-7 days	LCDO staff
2. Wait for advice when to follow-up request	Advise client when to follow-up request	None	2 mins	LCDO staff
	<b>TOTAL</b>		1-7 days	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Feedback Form / Fb page: Livelihood and Cooperative Development Office II
How feedbacks are processed	Assessment
How to file a complaint	You may reach us at our local landline (047) 611-4800 loc 262 or personally visit Livelihood Office 2 <sup>nd</sup> Floor Annex Building City Hall Complex Olongapo City
How complaints are processed	<ol style="list-style-type: none"> <li>1. The LCDO staff provides complainant with a copy of his/her complaint indicating date of receipt of initial feedback.</li> <li>2. The LCDO administrative staff endorses the complaint to the concerned individual/office within one(1) working day.</li> </ol>
Contact Information of CCB, PCC, ARTA	

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Livelihood and Cooperative Development Office	Rm. 215 Annex Bldg., 2 <sup>nd</sup> Floor Cityhall Complex, West Bajac Bajac, Olongapo City 2200	(047) 611-4800 loc 262